

# TLC Services Data Protection and Privacy Policy

Version 1.2

February 9, 2020

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## 1 Overview

TLC Services is an all-volunteer, not-for-profit organization funded only by private contributions and the United Way organization.

This document may be updated in the future, both for clarification and for changes to policy. Please note the publication version and date information above; that will be changed when this document is altered.

If you have questions about this document, please email [admin@tlc-services.org](mailto:admin@tlc-services.org).

## 2 Data Collection

TLC collects such data as is necessary to contact participants for its events about scheduling, follow-up information and future related subjects.

We do not collect confidential or financial information from participants. Participants and other clients have no TLC-specific “accounts” or passwords. We do collect names, email addresses and phone numbers from event registrants (see below).

Some events are co-hosted by external organizations that, at times, may want to have access to contact information for attendees. Unless you request otherwise prior to or during an event, we may share your contact information with the co-hosts. TLC is not responsible for the use of information provided in this manner.

**Other than the exception stipulated above, we do not share or sell registration information with other organizations.**

## 3 Consent

When you fill out a TLC registration form or other form, you are agreeing that we may use your name, email address and/or phone number to contact you with reminders and information relevant to the event you have registered for.

In addition, you are agreeing that we may occasionally send you email messages about events that may be interesting to you. If we have not heard from a participant for three years (36 months), that person will not be contacted again unless the person registers for a new event.

When you register for an event, you will be sent a confirmation email containing the event details (location, time, etc.).

## 4 External Data Sources and Handling

TLC does may, on occasion, utilize contact information from external sources.

When and if this does happen, such data will not be shared with other entities. Such data will only be used to inform potential interested parties about TLC's event offerings. If such a party subsequently registers for a TLC event, that person's information will be handled using the policies outlined in this document.

## 5 Email Unsubscribing and Removal

If you receive email messages from TLC Services that you do not want, send a message to [info@tlc-services.org](mailto:info@tlc-services.org) with the word "unsubscribe" in the message subject. If you do this, you will receive no more bulk (i.e. group) emails from TLC.

If you wish us to remove your personal information from our records, send a message to the same address with the word "remove" in the subject. We will then remove all references to your name and other contact information from our datasets.

## 6 The TLC Website

The TLC website at <https://tlc-services.org/> does not collect information about visitors to (that is, viewers of) the site. Our site has no mechanisms to track its visitors: tracking code, no advertising and no "cookies".

## 7 Data Protection

The primary repository for information maintained by TLC Services is provided and secured by Google. Only a small number of TLC members have access to this information. This information is used primarily for managing and scheduling TLC events and for aggregate statistical information reporting. Reports to external organizations never contain individual contact information.

TLC data is processed in a private computer network isolated from the internet.

## 8 One-on-One Client Handling

Clients who obtain one-on-one counseling from TLC members are fully anonymized. This means that nothing personally identifiable, even their names, ever appears on a TLC document or report.

Only a client's assigned counselor and TLC management have any record of a client's identity.