

## **Privacy Policy**

Richmond Performing Arts Alliance (RPAA) is strongly committed to protecting the privacy of our donors, clients, and supporters and has put into practice the following guidelines to ensure the safety of information you choose to share with us. We will never sell or share your information (name, email, physical address, phone, etc.) to any outside party (other than for mailing purposes), and we maintain best-practice safeguards with all data relating to your identity, charitable giving, and transactions with RPAA.

This privacy notice discloses the privacy practices for [www.rpaalliance.com](http://www.rpaalliance.com) and information collected offline. It will notify you of the following:

1. What personally identifiable information is collected from you, how it is used, and with whom it may be shared.
2. What choices are available to you regarding the use of your data.
3. The security procedures in place to protect the misuse of your information.
4. How you can correct any inaccuracies in the information.

### **Information Collection, Use, and Sharing**

We are the sole owners of the information collected on this site and through other offline collection activities. We only have access to/collect information that you voluntarily give us via email or other direct contact from you. We will not sell or share this information to/with anyone (other than for mailing purposes).

We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request, e.g. to purchase tickets.

Unless you ask us not to, we may contact you via email, phone, or through USPS in the future to tell you about specials, new products or services, or changes to this privacy policy.

### **Your Access to and Control Over Information**

You may opt out of any future contacts from us at any time. You can do the following at any time by contacting us via the email, address, or phone number given on our website:

- See what data we have about you, if any.
- Change/correct any data we have about you.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data.

### **Security**

We take precautions to protect your information. When you submit sensitive information via the website or other collection activities, your information is protected both online and offline.

Wherever we collect sensitive information, such as credit card data, that information is encrypted and transmitted to us in a secure way through the Blueswipe Credit Card Processor and Humanitru Database. You can verify this by looking for a closed lock icon at the bottom of your web browser, or looking for “https” at the beginning of the address of the web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. However, no system can be guaranteed 100% secure. We therefore cannot guarantee that it will be free from unauthorized access by third parties.

### **Additional Clauses**

We request information from you on our donation and ticket purchase forms. To purchase event tickets or make a donation, you must provide contact information (like name and shipping address) and financial information (like credit card number, expiration date). This information is used for billing purposes and to fill your orders. If we have trouble processing an order, we’ll use this information to contact you.

This web site contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

### **Links to External Websites**

Richmond Performing Arts Alliance’s website or any externally-facing communications from RPAA (from any Platform, online or offline, verbal, written, or electronic) may contain links to third-party websites. RPAA has no control over the privacy practices or the content of those websites and is therefore not responsible for the content or the privacy policies of those third-party websites. You should check the applicable third-party privacy policy and terms of use when visiting any other websites.

### **Third Parties Providing Services on Our Behalf**

Companies may be engaged by RPAA to perform mailing functions. Such companies may have access to Personal Information if needed to perform this task. However, these companies may use such Personal Information only for the purpose of performing that function and may not use it for any other purpose.

### **Children Under the Age of 13**

We do not knowingly collect Personal Information from children under the age of 13 through the Services. If you are under 13, please do not give us any Personal Information. We encourage parents and legal guardians to monitor their children’s Internet usage and to help enforce our Privacy Policy by instructing their children to never provide Personal Information through the Services without their permission. If you have reason to believe that a child under the age of 13 has provided Personal Information to us, please contact us, and we will endeavor to delete that information from our databases.

## **Refund Policy**

This is the Donation Refund Policy for Richmond Performing Arts Alliance. RPAA collects donations on its website and through the mail to support our mission. If you believe that an error has been made in connection with your donation, please contact [mmarcotte@rpaalliance.com](mailto:mmarcotte@rpaalliance.com).

We will endeavor to work with you to correct any such error, and if necessary, make any refund or correction that is appropriate. If you change your mind about donating online to RPAA, we are happy to honor your decision as long as you request a refund (return of donation) within the same Fiscal Year the donation was made. RPAA's Fiscal year is from July 1 – June 30.

## **How to Contact Us**

To request a refund, email [mmarcotte@rpaalliance.com](mailto:mmarcotte@rpaalliance.com) and every attempt will be made to refund a donation to the same account used in receipt. If you feel that we are not abiding by this privacy, you should contact us immediately via telephone at 804.592.3373 or via email at [info@rpaalliance.com](mailto:info@rpaalliance.com).

If you have questions about this privacy policy, please contact RPAA at [info@rpaalliance.com](mailto:info@rpaalliance.com), with "PRIVACY POLICY" in the subject line.

Our intent is to promptly reply to every message we receive. This information is used to respond directly to your questions or comments. We also may file your comments to improve our services in the future.

## **Changes to This Privacy Policy**

This Privacy Policy is effective as of 5/27/2021. We may change this Privacy Policy from time to time. Please be aware that, to the extent permitted by applicable law, our use of the Personal Information and Other Information is governed by the Privacy Policy in effect at the time we collect the information. Please refer back to this Privacy Policy on a regular basis.