



Nonprofit Technology Resources

*Serving
Philadelphia
Since 1974*

(Office) 215.564.6686 <http://NTRweb.org> @NTRPhiladelphia 1524 Brandywine St. Philadelphia, Pa 19130

NTR Privacy Policy

Who

- Nonprofit Technology Resources (NTR) is located at
**1524 Brandywine Street
Philadelphia, PA, 19130.**
- “You”
 - a client of NTR via NTR service programs or retail operations
 - an intern or volunteer helping with NTR operations

What information do we collect?

NTR may collect information from you when you shop in NTR's retail thrift store or participate in a NTR program. When participating in an NTR program, or purchasing an item from our retail store you may be asked for the following information:

- name
- e-mail address
- mailing address
- phone number

Additional information, such as emergency contact information or originating agency contact information, may be collected by NTR from interns, volunteers, and placed-work clients.

Photo Policy

By participating in NTR programs, your photographs or likeness may be used as promotional materials for NTR program literature in print or electronic form.

If you do not wish your photograph or likeness, or the photograph or likeness of a minor who you have legal guardianship over, to be used in NTR promotional materials, please notify any photographer or videographer present at an NTR event immediately, or write:

Nonprofit Technology Resources
Attention: Administrator
1524 Brandywine Street



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How might we use your information?

Any of the information we collect from you may be used in one of the following ways:

- To improve customer service and process warranty repairs

Your information helps us to more effectively respond to your customer service requests and support needs, as well as validate warranties on products purchased in NTR's retail thrift store.

- To send periodic emails relevant to technology access, training, or your purchase

The email address you provide for purchases may be used to send you information and updates pertaining to your purchase in addition to receiving occasional organization news, updates, related product, service, or community information.

- To apply for grant programs or other funding for NTR

Your demographic information may be provided, in aggregate, to organizations who request information about the services NTR provides to the community.

How do we protect your information?

All supplied payment information is transmitted to our payment gateway providers' database only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential. After a transaction, your private financial information will not be stored on our servers.

Personal information is available only to NTR staff members, and appropriate safeguards are used to protect this information where necessary.

How do we handle data stored on your computer equipment?

NTR has the following policies in place regarding data stored on incoming electronic equipment.

- Donated equipment with rewritable storage (typically hard drives and flash drives) are formatted upon first use.
- Unusable rewritable storage is destroyed on-site before leaving the facility for recycling.
- All warranty repairs involving software problems are resolved as if the computer **were** freshly donated, meaning the drive is formatted upon first use.
- Retail repairs and technical support programming are supervised by a staff technician to



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ensure private data is minimally and respectfully handled.

Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside commercial parties your personally identifiable information.

This does not include trusted third parties who assist us in developing and delivering NTR programs, conducting our business, or servicing you, so long as those parties agree to keep this information confidential.

We may also release your information when we believe release is appropriate to comply with the law, or protect ours or others rights, property, or safety.

Your Consent / Opt-Out

By making a purchase in NTR's retail thrift store or participating in an NTR program, you consent to our privacy policy.

You may opt-out of any future data collection by writing:

Nonprofit Technology Resources
Attention: Administration
1524 Brandywine Street
Philadelphia, PA 19130

Please note that failure to provide certain information may result in an inability for NTR to deliver services to you.

Redress

If you believe any specific information NTR has on file for you is incorrect, you are entitled to know the current information we have about you, as well as have the opportunity to correct that information.

To request information about specific data we have about you, please write:

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Changes to our Privacy Policy

If we decide to change our privacy policy, we will post those changes on the NTR website at <http://ntrweb.org/privacy>