



Privacy Policy

Revised April, 2026

Policy describing what personal information we collect and how we use it.

Canvasback Missions, Inc. is a 501(c)(3) nonprofit organization, working to bring specialty healthcare, health education, and wholeness to the islands of the Pacific since 1981. This privacy policy exists to be as clear and straightforward as possible because we care about the people we serve and those who support our mission. Canvasback Missions (CM) values the privacy of others and the information we gather during the course of our work.

This Privacy Policy applies to all information we receive, both online and offline, through any process including information gathered during the course of mission work in the islands of Micronesia.

OUR COMMITMENT TO OUR DONORS (DONOR PRIVACY POLICY)

We will not sell, share or trade our donors' names or Personal Information with any other entity, nor send mailings to our donors on behalf of other organizations except where required to do so by law. This Donor Privacy Policy applies to all information received by CM, both online and offline, on any Platform, as well as any electronic, written, or verbal communications.

ACCEPTANCE OF TERMS

By visiting Canvasback Missions' website and/or using our Services, you agree to the terms ("Terms") of this Privacy Policy and our accompanying Terms of Use

INFORMATION WE COLLECT

Canvasback Missions collects information when you visit our website, create an account, edit your account information, volunteer for mission work, or receive specialized medical services. Some of this information is technical information automatically logged by our servers. Outlined below are the types of information, both directly from you and indirectly through the collection of information by third-party service providers (together, "Partners") that we specifically collect.

A. Personal Information

Information that identifies you directly, including:

- Name, address, email, phone number
- Donation and payment information (processed securely by third-party vendors)
- Volunteer and application information
- Communication preferences
- SMS/mobile opt-in data

B. Sensitive Information

In limited cases (primarily for mission work), we may collect:

- Passport information
- Professional licensing
- Health or medical-related information

We only collect this information when necessary and handle it with additional safeguards.

C. Automatically Collected Information

When you use our website, we may collect:

- IP address, browser type, device information
- Pages visited and time spent
- Cookies and similar technologies

HOW WE USE YOUR INFORMATION

We use your information to:

- Process donations and provide receipts
- Coordinate volunteer and mission activities
- Communicate updates, newsletters, and opportunities
- Respond to inquiries and provide support
- Improve our website and services
- Comply with legal and regulatory requirements

We only use your information in ways that are consistent with our mission.

HOW WE SHARE INFORMATION

We do not sell, share, rent any Personal Information and Other Information with other companies. You may at any time opt-out of Canvasback Missions Platform by discontinuing its use, or availing yourself of the opt-out opportunities as appropriate. One such opportunity to opt-out can be found by contacting us, as described in the “How to Contact Us” section below.

We will gather Personal Information from volunteers as required by the third-parties we do business with such as airlines and Micronesian governments. Additionally, we will gather Personal Information as needed such as passport, licensing information and other medical related Personal Information in order to facilitate the mission work the volunteer has accepted.

In an ongoing effort to better understand visitors to our site and our services, we may analyze Other Information in aggregate form in order to operate, maintain, manage, and improve our services. This aggregate information does not identify individuals personally. We may share this aggregate data with our affiliates, agents, and business partners. We may also disclose aggregated user statistics in order to describe our products and services to current and prospective business partners and to other third parties for other lawful purposes.

As we develop our non-profit organization, we might sell or buy businesses or assets. In the event of a corporate sale, merger, reorganization, sale of assets, dissolution, or similar event, the Personal Information and Other Information may be part of the transferred assets. To the extent permitted by law, we may also disclose the Personal Information and the Other Information: (i) when required by law, court order, or other government or law enforcement authority or regulatory agency; or (ii) whenever we believe that disclosing such information is necessary or advisable, for example, to protect the rights, property, or safety of Canvasback Missions or others.

We may share information only in the following limited situations:

A. Service Providers

We use trusted third-party providers to support our operations, such as:

- Payment processors
- Email and SMS communication platforms
- CRM/database systems (e.g., Neon One)
- Analytics providers (e.g., Google Analytics)

These providers may access information only as necessary to perform services on our behalf.

B. Legal Requirements

We may disclose information if required by law or to protect the safety and rights of Canvasback or others.

SMS-SPECIFIC DATA SHARING (10DLC COMPLIANCE)

Mobile information will not be shared with third parties or affiliates for marketing or promotional purposes.

All categories above exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

ACCESSING/MODIFYING INFORMATION AND COMMUNICATION PREFERENCES

Upon request, Canvasback Missions will grant individuals reasonable access to Personal Information that we hold about them. For example, visitors to the Platform who have provided Personal Information to us may review and/or make changes to the same by logging into their account or by contacting Canvasback. In addition, individuals may manage their receipt of communications by clicking on the “unsubscribe” link located on the bottom of any Canvasback Missions news e-mail or by following the instructions found on the website. We will use commercially reasonable efforts to process such requests in a timely manner. You should be aware, however, that it is not always possible to completely remove or modify information in our subscription databases, or that we are required by law to maintain for a set period of time.

SMS MESSAGING (10DLC COMPLIANCE SECTION)

If you opt in to receive SMS/text messages from Canvasback Missions:

- You may receive messages such as program updates, volunteer coordination, or informational notifications
- Message frequency may vary
- Message and data rates may apply

OPT-OUT INSTRUCTIONS

You may opt out at any time by replying STOP to any message. For assistance, contact us at privacy@canvasback.org. We will only send SMS messages to individuals who have provided consent.

YOUR PRIVACY RIGHTS (CALIFORNIA & U.S. RESIDENTS)

Depending on your location, you may have the right to:

- Access the personal information we have about you
- Request correction of inaccurate information
- Request deletion of your information
- Opt out of certain data uses or communications
- Request information about how your data is shared

To exercise these rights, contact us at privacy@canvasback.org.

We will respond within a reasonable timeframe in accordance with applicable law.

DATA RETENTION

We retain personal information for as long as necessary to fulfill the purposes outlined in this policy, support our mission, and comply with legal, operational, and record-keeping requirements.

- **Donation and Financial Records:** We retain records of donations and related financial information on a long-term basis to comply with legal obligations, maintain accurate financial reporting, and preserve donor history.
- **Volunteer and Program Data:** We retain volunteer and program participation records to support ongoing engagement, ensure continuity of operations, and maintain institutional history.
- **Communication Data:** We retain contact information and communication preferences until you unsubscribe, opt out, or request deletion, subject to any legal or operational requirements.

We periodically review the data we hold and take reasonable steps to ensure it remains accurate, relevant, and limited to what is necessary.

COOKIES AND TRACKING TECHNOLOGIES

We use cookies and similar technologies to:

- Improve website functionality
- Understand how visitors use our site
- Analyze performance and improve user experience

When you visit our website, you may be presented with a **cookie banner** that allows you to accept or manage your preferences for certain types of cookies. Where required by law, we will obtain your consent before placing non-essential cookies on your device.

Cookies may include:

- **Essential cookies**, which are necessary for the website to function properly

- **Analytics cookies**, which help us understand how users interact with our website
- **Communication or marketing-related cookies**, which may be used to support outreach efforts

You can manage or disable cookies at any time through your browser settings. Please note that disabling certain cookies may affect the functionality of the website.

DATA SECURITY

We take reasonable administrative, technical, and physical measures to protect your information, including:

- Secure servers and encryption (TLS)
- PCI-compliant payment processing
- Restricted access to sensitive data

However, no system is completely secure, and we cannot guarantee absolute security.

CHILDREN AND YOUTH PRIVACY

Canvasback Missions does not knowingly collect personal information from children under the age of 13 through our website or general online services without appropriate consent.

However, as part of our programs, including Rooted Future and other youth initiatives, we may collect personal information from minors (including high school students) for program participation, coordination, and support.

This information may include:

- Name, grade level, and school affiliation
- Contact information
- Program participation records
- Emergency contact or guardian information

All information collected from minors in connection with our programs is:

- Obtained with appropriate consent from a parent, guardian, school, or authorized partner
- Used solely for program-related purposes
- Accessed only by authorized staff and partners as necessary

We do not sell or share personal information of minors with third parties for marketing or promotional purposes.

If a parent or guardian believes that a minor has provided personal information outside of these authorized contexts, they may contact us, and we will take appropriate steps to review and, if necessary, delete the information.

INTERNATIONAL DATA TRANSFERS

Our Platform and our servers are operated in the United States. If you are located outside of the United States, please be aware that any Personal Information you provide to us will be transferred to the United States. By using the Platform and by providing us Personal Information in any manner, you consent to this transfer and our use of the information and data provided by you in accordance with this Privacy Policy.

If you have any questions regarding this Privacy Policy, please contact us as described in the “How to Contact Us” section below. We will investigate your question, respond to your inquiry, and attempt to resolve any concerns regarding your privacy question.

EXTERNAL LINKS

Canvasback Missions’ website or any externally-facing communications from Canvasback (from any Platform, online or offline, verbal, written, or electronic) may contain links to third-party websites. Canvasback Missions 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.

CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. Updates will be posted on this page with a revised “Last Updated” date.

CONTACT US

If you have questions about this Privacy Policy, please contact Canvasback Missions via e-mail at privacy@canvasback.org with “PRIVACY POLICY” in the subject line;

or by postal mail to: Privacy Administrator, Canvasback Missions, 940 Adams Street, Suite R, Benicia, CA 94510.

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.