

Privacy Policy

Meals on Wheels of Hillsborough County,
Manchester, New Hampshire

Last updated: February 4, 2026

Our Commitment to Privacy

Meals on Wheels of Hillsborough County is committed to earning and maintaining your trust by protecting the personal information you share with us. This commitment applies to everyone who connects with us—whether through our website, printed materials, phone, email, or in person. We respect the privacy of our donors, participants, volunteers, supporters, and community members, and we take seriously our responsibility to safeguard personal information with care, integrity, and confidentiality.

This Privacy Policy describes Meals on Wheels of Hillsborough County's policies and procedures on the collection, use and disclosure of your information when you use this website and provides information about your privacy rights and how the law protects you.

By using our website you acknowledge that you have read and understand this Privacy Policy. This Privacy Policy was developed with the assistance of a privacy policy generator and generative AI tools and has been reviewed and approved by Meals on Wheels of Hillsborough County staff.

Collecting and Using Your Personal Data

Types of Data Collected

Personal Data

While using our website or other platforms we operate, Meals on Wheels of Hillsborough County may request certain personal information in order to provide services, support donations, respond to inquiries, or communicate with you about our programs and activities. Information collected through these platforms may be combined with information we have collected through other interactions, whether online or offline, and will be handled in accordance with this Privacy Policy.

Personally identifiable information may include, but is not limited to:

- Contact information: First and last name, organization/company, address, phone number, email address
- Donation information: amount(s) donated, date of donations, method and how initiated
- Volunteer hours
- Usage Data

Donations and Purchases

If you choose to make a donation or purchase through our website, we will ask for certain information needed to complete the transaction. This may include your contact information (such as name and address) and payment information. Transactions will be processed through trusted third-party service providers, including payment processors, whose privacy practices apply to those transactions.

We use this information solely to process your donation or purchase and, if needed, to resolve any issues related to the transaction. We do **not** use this information to contact you for other purposes unless you have given us permission to do so.

With your consent, we may contact you in the future about our programs, services, or ways to stay engaged with our mission. You may change your communication preferences at any time.

With respect to donor recognition, we may include a donor's name, city and state, and donation range (not a specific amount) on our website or in public reports, unless you request to remain anonymous or unless disclosure is otherwise required by law.

Usage Data

Usage data is collected automatically when you visit or interact with this website. Usage Data may include information such as your device's Internet Protocol (IP) address, browser type and version, the pages of our website that you visit, the time and date of your visit, the amount of time spent on those pages, unique device identifiers, and other diagnostic data.

When you access the website through a mobile device, we may also collect information automatically, including but not limited to the type of mobile device you use, your mobile device's unique ID, IP address, mobile operating system, browser type, and other diagnostic data.

We may also collect information that your browser sends whenever you visit our website or access it through a mobile device.

Tracking Technologies and Cookies

Meals on Wheels of Hillsborough County uses cookies and similar tracking technologies to support basic website functionality and to help us understand how visitors use our site.

Cookies are small files stored in a visitor's web browser. They help the website remember preferences and enable features such as site analytics or embedded content. Cookies do **not** store personal information such as names, addresses, or contact details.

We use cookies for purposes including:

- Ensuring basic website functionality
- Understanding website traffic and usage patterns
- Improving website performance and content

Some third-party tools embedded on our website—such as analytics services (e.g., Google Analytics) or embedded videos (e.g., YouTube)—may place their own cookies subject to their respective privacy policies.

If you access our website from jurisdictions such as the United Kingdom or European Union, you may see a cookie consent banner in accordance with applicable regulations. We may also choose to display a cookie consent banner regardless of location.

You can instruct your browser to refuse cookies or to alert you when cookies are being sent. Please note that if you disable cookies, some portions of the website may not function as intended.

Types of Tracking Technologies We Use

- **Browser Cookies:** Small files placed on your computer or mobile device. You can manage these through your browser settings.
- **Session Cookies:** Temporary cookies that are deleted when you close your browser.
- **Persistent Cookies:** Cookies that remain on your device until deleted or expired.
- **Web Beacons:** Small electronic files (also known as pixel tags or clear GIFs) used to help measure website traffic or email engagement and to verify system integrity.

We do **not** use cookies to collect or store personal information.

Information You Provide Through Website Forms

Personal information is collected only when you voluntarily submit it through our website, such as by completing a contact form, sign-up form, or other request.

When you submit information through our website:

- The data is stored securely in the website's backend platform
- Personal information is not stored in cookies
- Authorized staff may view, export, or use this information to respond to your request or manage services
- Information may be securely connected to other tools we use for operations (such as email platforms or customer relationship management systems), consistent with our mission and privacy obligations

We take reasonable administrative, technical, and physical safeguards to protect the information you provide.

Use of Your Personal Data

Meals on Wheels of Hillsborough County may use personal data which may be any information that relates to an identified or identifiable individual for the following purposes:

- To provide and maintain the website, including to monitor the usage of the website.

- If applicable, to manage any user account you may choose to create to access certain website features. The personal data you provide can give you access to different functionalities of the website that are available to you as a registered user.
- For the performance of a contract including the development, compliance and undertaking of the purchase contract for the products, items or services you have purchased or of any other contract with Meals on Wheels of Hillsborough County through the website.
- To contact you by email, telephone calls, SMS, or other equivalent forms of electronic communication, such as a mobile application's push notifications regarding updates or informative communications related to the functionalities, products or contracted services, including the security updates, when necessary or reasonable for their implementation.
- To provide you with news, special offers and general information about other goods, services and events which Meals on Wheels of Hillsborough County offers that are similar to those that you have already purchased or inquired about unless you have opted not to receive such information.
- To attend and manage your requests to Meals on Wheels of Hillsborough County.
- In the event of an organizational change, such as a restructuring or transfer of programs or resources, personal information may be reviewed or transferred as part of that process, subject to appropriate safeguards.
- We may use your information for other purposes, such as data analysis, identifying usage trends, determining the effectiveness of our outreach efforts and to evaluate and improve our website, programs and services to better serve our community.
- We may share your personal information in the following situations:
 - We may share your personal information with trusted service providers to monitor and analyze the use of our website, to contact you. Service provider means any natural or legal person who processes the data on behalf of Meals on Wheels of Hillsborough County. It refers to third-party companies or individuals employed by Meals on Wheels of Hillsborough County to facilitate the website, to provide the website on behalf of Meals on Wheels of Hillsborough County, to perform services related to the website or to assist Meals on Wheels of Hillsborough County in analyzing how the website is used.
 - We may share your information with affiliates, in which case Meals on Wheels of Hillsborough County will require those affiliates to honor this Privacy Policy. Affiliates include other non-profit organizations, partners or entities that we work with or that are under common control with us.
 - When you share personal information or otherwise interact in the public areas with other users, such information may be viewed by all users and may be publicly distributed outside. If you interact with other users or register through a Third-Party Social Media Service, your contacts on the Third-Party Social Media Service may see your name, profile, pictures and description of your activity. Similarly, other users will be able to view descriptions of your activity, communicate with you and view your profile. Third-party Social Media Service refers to any website or any social network website through which a user can log in or create an account to use the website.

We may disclose your personal information for any other purpose with your consent.

Retention of Your Personal Data

Meals on Wheels of Hillsborough County will retain your personal data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your personal data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

Meals on Wheels of Hillsborough County will also retain usage data for internal analysis purposes. Usage Data refers to data collected automatically, either generated by the use of the website or from the website infrastructure itself (for example, the duration of a page visit).

Usage data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of the website, or if Meals on Wheels of Hillsborough County is legally obligated to retain this data for longer time periods.

Transfer of Your Personal Data

Your information, including personal data, is processed at Meals on Wheels of Hillsborough County's operating offices and in any other places where the parties involved in the processing are located. It means that this information may be transferred to — and maintained on — computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

Meals on Wheels of Hillsborough County will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your personal data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

Disclosure of Your Personal Data

Business Transactions

If Meals on Wheels of Hillsborough County is involved in a merger, acquisition or asset sale, your personal data may be transferred. We will provide notice before your personal data is transferred and becomes subject to a different Privacy Policy.

Law enforcement

Under certain circumstances, Meals on Wheels of Hillsborough County may be required to disclose your personal data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency).

Other legal requirements

Meals on Wheels of Hillsborough County may disclose your personal data in the good faith belief that such action is necessary to:

- Comply with a legal obligation
- Protect and defend the rights or property of Meals on Wheels of Hillsborough County
- Prevent or investigate possible wrongdoing in connection with the website
- Protect the personal safety of users of the website or the public
- Protect against legal liability

Security of Your Personal Data

The security of your personal data is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While Meals on Wheels of Hillsborough County strives to use commercially acceptable means to protect your personal data, it cannot guarantee its absolute security.

Children's Privacy

Our website does not address anyone under the age of 13. We do not knowingly collect personally identifiable information from anyone under the age of 13. If you are a parent or guardian and you are aware that your child has provided Meals on Wheels of Hillsborough County with personal data, please contact us. If Meals on Wheels of Hillsborough County becomes aware that personal data has been collected from anyone under the age of 13 without verification of parental consent, it takes steps to remove that information from the Meals on Wheels of Hillsborough County servers.

If Meals on Wheels of Hillsborough County needs to rely on consent as a legal basis for processing your information and your country requires consent from a parent, Meals on Wheels of Hillsborough County may require your parent's consent before we collect and use that information.

Links to Other Websites

The website may contain links to other websites that are not operated by Meals on Wheels of Hillsborough County. If you click on a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

Meals on Wheels of Hillsborough County has no control over and assumes no responsibility for the content, privacy policies or practices of any third party sites or services.

Changes to this Privacy Policy

Meals on Wheels of Hillsborough County may update its Privacy Policy from time to time. Notification of the new Privacy Policy will be noted on this page.

Meals on Wheels of Hillsborough County will notify you via email and/or a prominent notice on the website, prior to the change becoming effective and update the "Last updated" date at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

Contact Us

If you have any questions about this Privacy Policy, you can contact us:

Meals on Wheels of Hillsborough County
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Manchester, NH 03102
603.424.9967
meals@hcmow.org

Privacy Policy for Meals on Wheels of Hillsborough County