SPCA of the Carolinas

Privacy Policy

Effective Date: September 1, 2026
Last Updated: September 1, 2026

SPCA of the Carolinas ("SPCA of the Carolinas," "we," "us," or "our") is a nonprofit, all-volunteer dog rescue. We respect your privacy and are committed to protecting the personal information you share with us. This Privacy Policy explains what information we collect through our website at spcaofthecarolinas.org (the "Site") and through our adoption, foster, volunteer, and donation activities, how we use and share that information, and the choices and rights you have.

By using our Site or submitting information to us, you agree to the practices described in this Privacy Policy. If you do not agree, please do not use the Site or submit information to us.

1. Information We Collect

Information You Provide to Us

We collect information you choose to give us, including when you:

- **Apply to adopt or foster a dog.** Your name, email address, phone number, home address, household and housing details, landlord or property information, references, information about other pets and people in your home, veterinarian information, and other details relevant to matching a dog with the right home.
- **Apply to volunteer or get involved.** Your contact information and information about your interests, availability, and experience.
- **Make a donation.** Your name, contact information, and billing details. Payments are processed by a third-party payment processor (see "Donations and Payment Information" below).
- **Contact us or sign up for updates.** Your name, email address, and the contents of any message you send.
- **Communicate with us.** Records of your correspondence with our volunteers, including emails and messages about your application, a specific dog, or an event.

Information We Collect Automatically

When you visit our Site, certain information may be collected automatically through cookies and similar technologies, including your device type, browser type, IP address, pages viewed, links clicked, referring website, and the dates and times of your visits. See "Cookies and Tracking Technologies" below.

Information From Third Parties

We may receive information from third parties such as our website host and content platforms, analytics providers, payment processors, and social media platforms (for example, when you interact with our pages on Facebook or Instagram). We may also receive information from references you provide on an application.

2. How We Use Your Information

We use the information we collect to:

- Review, process, and respond to adoption, foster, and volunteer applications;
- Communicate with you about your application, including its status and next steps (see "Email and Other Communications" below);
- Match dogs with suitable homes and coordinate meet-and-greets, foster placements, and adoptions;
- Process donations and send acknowledgments and tax receipts;
- Respond to your questions, requests, and messages;
- Send you updates, newsletters, event invitations, and other information you have asked to receive;
- Operate, maintain, improve, and secure our Site and programs;
- Prevent fraud and misuse and protect the safety and welfare of our animals, volunteers, and community; and
- Comply with applicable laws and enforce our policies.

3. Email and Other Communications

When you submit an adoption, foster, or volunteer application, or otherwise contact us, you are providing your email address and consenting to receive email and other communications from us about your submission. These communications may include messages about the status of your application, requests for additional information, reference and follow-up questions, scheduling of meet-and-greets or home visits, and updates about a specific dog you have expressed interest in.

These application-related messages are part of the service you have requested from us. Because they are necessary to process and follow up on your application, they are not promotional and you may continue to receive them while your application is active.

Separately, we may send you optional communications such as newsletters, adoption spotlights, event invitations, and fundraising appeals. You can opt out of these optional communications at any time by using the unsubscribe link in the email or by emailing us at the address in the "Contact Us" section. Opting out of optional communications will not stop essential messages about an active application or a transaction you have initiated.

4. Use of Artificial Intelligence to Review Applications

We may use artificial intelligence ("AI") and other automated tools to help us review and organize adoption, foster, and volunteer applications. For example, these tools may help us summarize the information in an application, organize and compare submissions, flag applications for closer review, and identify information that may need follow-up.

A human volunteer always makes the final decision. AI is used only to assist our volunteers. We do not use AI to automatically approve or deny an application without human involvement, and no adoption, foster, or volunteer decision is made solely by automated means. Our decisions are guided by our mission of finding the right home for each individual dog, which depends on human judgment and personal knowledge of the animals in our care.

The AI tools we use may be operated by third-party service providers. When we use such tools, we share only the information reasonably needed for the review, and we require these providers to protect the information and use it only to provide services to us. If you have questions about how AI is used in reviewing your

application, or if you would like us to review a decision, you may contact us using the information in the "Contact Us" section.

5. How We Share Your Information

We do not sell your personal information, and we do not share it for cross-context behavioral advertising. We share personal information only as described below:

- **Volunteers and foster homes.** Because we are an all-volunteer organization that relies on foster homes, your application and related information may be shared with the volunteers and foster caregivers involved in reviewing your application and coordinating a placement.
- **Service providers.** We share information with third parties that perform services for us, such as website hosting, email delivery, payment processing, analytics, and the AI-assisted review tools described above. These providers are permitted to use the information only to provide services to us.
- **Payment processors.** Donations are processed by a third-party payment processor. Your payment card details are provided directly to that processor and are subject to its privacy practices.
- **Legal and safety reasons.** We may disclose information when we believe it is necessary to comply with the law or legal process, enforce our policies, protect the rights, property, or safety of our organization, our animals, our volunteers, or others, or investigate fraud or misuse.
- **Business transfers.** If our organization merges with, transfers assets to, or is otherwise combined with another organization, information may be transferred as part of that transaction, consistent with this Privacy Policy.
- **With your consent.** We may share information for other purposes with your consent or at your direction.

6. Donations and Payment Information

Donations made through our Site are processed by a third-party payment processor. We do not collect or store full payment card numbers on our own systems. The payment processor collects and processes your payment information according to its own privacy policy and applicable payment-card security standards. We receive confirmation of your donation and the contact information you provide so that we can acknowledge your gift and issue any applicable tax receipt.

7. Cookies and Tracking Technologies

Our Site may use cookies and similar technologies to operate the Site, remember your preferences, understand how visitors use the Site, and improve your experience. Cookies are small files stored on your device. You can usually set your browser to refuse cookies or to alert you when cookies are being sent; however, some parts of the Site may not function properly without them.

We may also use third-party analytics services that use cookies and similar technologies to help us understand Site traffic and usage. These providers may collect information such as your IP address and browsing activity on our Site.

Do Not Track. Some browsers offer a "Do Not Track" signal. Because there is no common industry standard for how to respond to these signals, our Site does not currently respond to them. We do not sell personal information or share it for cross-context behavioral advertising.

8. How We Protect Your Information

We use reasonable administrative, technical, and organizational measures designed to protect the personal information we collect from loss, misuse, and unauthorized access, disclosure, alteration, and destruction. However, no method of transmission over the internet or method of electronic storage is completely secure, and we cannot guarantee absolute security. You share information with us at your own risk, and you are responsible for keeping any account or login information you use confidential.

9. How Long We Keep Your Information

We keep personal information for as long as needed to fulfill the purposes described in this Privacy Policy, including to process and follow up on applications, maintain adoption and foster records, acknowledge donations and meet recordkeeping and tax obligations, and comply with applicable laws. Because knowing an animal's adoption and medical history is important to the ongoing welfare of our dogs, we may retain adoption records for the lifetime of the animal. When information is no longer needed, we take reasonable steps to delete it or remove information that identifies you.

10. Children's Privacy

Our Site and services are intended for adults. Adoption, foster, and volunteer applicants must be at least 18 years old. We do not knowingly collect personal information from children under 13. If you believe a child under 13 has provided us with personal information, please contact us and we will take steps to delete that information.

11. Your Privacy Rights

Depending on where you live, you may have rights regarding your personal information under applicable state privacy laws. Many U.S. state privacy laws apply only to certain for-profit businesses and may not apply to a nonprofit organization such as ours. Regardless of whether a law technically applies to us, we aim to honor reasonable requests to:

- Access or receive a copy of the personal information we hold about you;
- Correct inaccurate personal information;
- Delete personal information we have collected from you, subject to legal and recordkeeping exceptions; and
- Opt out of optional marketing communications.

We do not sell your personal information and do not share it for targeted advertising, so there is no need to opt out of those activities. To make a request, contact us using the information in the "Contact Us" section. We may need to verify your identity before acting on your request, and we will respond within the time required by applicable law. You have the right not to receive discriminatory treatment for exercising your privacy rights. If we deny a request, you may have the right to appeal by replying to our response; where required, we will explain our reasons.

California residents. To the extent the California Consumer Privacy Act applies, note that we do not sell or share personal information as those terms are defined under that law, and we have not done so in the preceding 12 months. You may exercise the rights described above by contacting us.

12. Third-Party Links and Services

Our Site may contain links to third-party websites and services, including social media platforms and our payment processor. We are not responsible for the privacy practices of those third parties. We encourage you to review the privacy policies of any third-party site or service you visit.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we do, we will revise the "Last Updated" date at the top of this page. Material changes will be posted on this page, and your continued use of the Site after changes are posted means you accept the updated Privacy Policy. We encourage you to review this page periodically.

14. Contact Us

If you have questions about this Privacy Policy, or if you would like to exercise any of your privacy rights, please contact us at:

SPCA of the Carolinas

Email: hello@spcaofthecarolinas.org

Website: spcaofthecarolinas.org

This Privacy Policy reflects the current data practices of SPCA of the Carolinas as of the effective date above. It should be reviewed and updated whenever those practices change, such as adding new forms, tools, or ways of communicating with applicants and donors.