

Privacy Policy

Hopelink's Find a Ride is an online resource operated by Cambridge Systematics (CS) that helps individuals plan trips and find suitable transportation options.

Your privacy is important. We will never give your name or contact information to any person or organization outside of Hopelink, without your explicit permission. We will not assume we have your permission unless we have individual contact with you, either by phone, email, post, or in-person meeting.

We do not sell, rent, or share our mailing lists with any non-Hopelink person or organization. Hopelink does track website visitors through Google Analytics, but data collected is only used to improve website performance, and this data is not shared outside of Hopelink.

If you have any questions or concerns about your privacy regarding contact with Hopelink, please contact us at hopelink@hopelink.org. Hopelink is a 501(c)(3) nonprofit organization. [Click here](#) to view our most recent Tax-Form 990.

Federal ID #: 91-0982116

Policy of Nondiscrimination: Hopelink is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any Hopelink-sponsored program or activity on the basis of race, color, sex, age, disability, or national origin as protected by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (P.L. 100.259). Hopelink further assures that every effort will be made to ensure nondiscrimination in all its programs and activities, whether those programs and activities are federally funded or not.

Hopelink is registered with GuideStar, an online database of nonprofit organizations classified as 501(c)(3) by the IRS. GuideStar data is collected directly from the organizations and from the IRS. GuideStar is a project of Philanthropic Research, Inc. (PRI), a nonprofit organization providing information to support better donor decision-making, greater nonprofit operating effectiveness, and a more efficient allocation of resources to and within the nonprofit sector. To this end, PRI works to provide the public with a database of quality information about the programs and finances of U.S. nonprofit organizations.

Hopelink is registered with the State of Washington Secretary of State's Charitable Solicitations Program and is in full compliance with the State of Washington Charitable Solicitations Act. (Secretary of State's Charities Hotline: 800.332.GIVE.)

CS's RESPONSIBILITIES

Privacy of Information: Under Washington and Federal privacy laws we have a responsibility to maintain the privacy of "protected information." We are required to provide you with this notice of our privacy practices and follow the terms of the notice currently in effect. We must notify you when we become aware of unauthorized access, use or disclosure of your unsecured protected health and personally identifiable information.

Changes to this notice: We reserve the right to change this notice at any time. We reserve the right to make the revised or changed notice effective for the protected information we already have about you as well as any protected information we receive about you in the future. When we make changes to this privacy notice, we will post the updated notice here and update the notice's effective date. Your continued use of this service following the posting of changes constitutes your acceptance of such changes.

How to Obtain a Copy of this Notice: We will post a copy of the current notice on the Hopelink Find a Ride website. You have a right to receive a paper copy of this Notice and a copy will be mailed to you upon written request to the email address listed below. If you have any questions or comments about this notice, please do not hesitate to contact us at:
privacy_tos@camsys.com.

HOW CS MAY USE AND DISCLOSE YOUR PROTECTED INFORMATION

We may disclose protected information about you in accordance with the Privacy Laws, or as permitted by you or as permitted or required under state and federal laws. In some situations, we may disclose your information without your oral or written permission. The following list describes examples of different situations where we may use and disclose your information to individuals outside our organization.

For more information on how we may use your health information visit:
www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Legally Permissible Uses and Disclosures of Information About You

Helping You Plan Trips and Find Suitable Transportation Services: When you use the Hopelink Find a Ride website, you may be asked to provide us with contact information for yourself; information about the origins and destinations for trips that you wish to plan; information about any mobility needs that you may have; and information that may affect your eligibility for different transit services, such as age, veteran status, disability, and paratransit ID. If you provide this information, you give us permission to use that information to help identify transportation services that may meet your needs.

For Business Operations: We may use and disclose your protected information for our business operations. For example, we may use protected information to review the quality of our

services; to present the website and its contents to you; to provide you with information, products, or services that you request from us; to fulfill any other purpose for which you provide it; to notify you about changes to the website or any products or services we offer or provide though; to provide, support, personalize, and develop the website, products, and services; to create, maintain, customize, and secure your account with us; to provide you with support and to respond to your inquiries.

Sharing with Third Parties: We may use or disclose your protected information to third parties such as our subcontractors and “business associates” when they perform services that may require the use of your protected information, such as hosting the servers on which the Hopelink Find a Ride platform runs. Such third parties will be required to keep your protected information confidential.

Reporting/Research: We may use information about trip requests that you have made in order to generate aggregate reporting on travel patterns in your region. Any such information, however, will be anonymized before use; that is, all of your personal information will be stripped, and any specific locations will be aggregated into larger transportation analysis zones.

Disclosures Required by Law: We may use or disclose your protected information when required or permitted to do so by federal, state, or local law.

Lawsuits and Other Legal Proceedings: We may disclose your protected information in the course of a judicial or administrative proceeding or in response to an order of a court or administrative tribunal, a subpoena, a discovery request, or other lawful process.

YOUR RIGHTS REGARDING YOUR PROTECTED INFORMATION

The Right to Access Your Own Information: You have the right to inspect and copy your information for as long as we maintain it. All requests for access must be made in writing. We may charge you a nominal fee for each page copied and postage if applicable. You also have the right to ask for a summary of this information. If you request a summary, we may charge you a nominal fee for preparation of the summary and postage if applicable.

Right to Request Restrictions: You have the right to request certain restrictions on our use or disclosure of your protected information. We are not required to agree to your request in most cases. But if we agree to the restriction, we will comply with your written request unless the information is needed to provide you emergency treatment or we are required to disclose the information by law. We reserve the right to terminate any previously agreed-to restrictions (other than a restriction we are required to agree to by law). We will inform you of the termination of the agreed-to restriction and such termination will only be effective with respect to protected information created after we inform you of the termination.

Right to be Notified of a Breach: You have the right to be notified in the event that we (or one of our business associates) discovers a breach of your unsecured protected information. We may notify you in writing or by email or other electronic means.

Right to Revoke Your Authorization: You may revoke your written authorization to use your information for trip planning at any time in writing by mailing your request to the address listed below. If you revoke your written authorization, it will be effective for future uses and disclosures of your protected information. Once your authorization has been revoked, we will render your record inaccessible. However, the revocation will not be effective for information that we have used prior to receipt of your written revocation. After revocation, we will continue to store and use your information internally for our own business purposes, including auditing, accounting, training and quality improvement.

Complaints: You may also file a complaint with us, or the Secretary of the U.S. Department of Health and Human Services if you feel that your rights have been violated. There will be no penalty or retaliation for you making a complaint.

Right to Receive a Copy of this Notice: You may request a paper copy of this Notice at any time, even if you earlier agreed to receive this notice electronically. You may also access this Notice on the Hopelink Find a Ride website.

Requests:

Please submit all requests, complaints, or concerns in writing to us at:
privacy_tos@camsys.com.