

Privacy policy

Respecting your privacy

This website is owned and operated by the Chronic Fatigue Syndrome Foundation ('CFS Foundation'). We recognize that visitors to our site may be concerned about the information they provide to us, online or otherwise, and how we treat that information. This Privacy Policy addresses those concerns.

The Chronic Fatigue Syndrome Foundation respects the privacy of all our supporters, whether donors, members of our mailing lists, or visitors to our website. All information concerning donors or prospective donors, including their names, addresses and telephone numbers, the names of their beneficiaries, the amounts of their gifts, etc., shall be kept strictly confidential by the CFS Foundation, its staff and volunteers, unless permission is obtained from donors to release such information. The CFS Foundation will not sell, rent or trade our donors' names, postal addresses, email addresses or phone numbers with any other entity. Should you have questions regarding our privacy policy, you may contact us at **Privacy@CFS-Foundation.org**

Information collected by the Chronic Fatigue Syndrome Foundation

On our website we do not collect personally identifiable information from individuals unless they provide it to us voluntarily and knowingly. This means we do not require you to register or provide information to us in order to view our site. The CFS-Foundation.org only gathers personally identifiable information, such as names, addresses, zip/postal codes, email addresses, etc., when voluntarily submitted by a visitor. The CFS Foundation requires that all third-party service providers hold personal information in strict confidence under contract. As with most other Internet sites, our web server automatically recognizes the domain name of each visitor to the site, but not the email address. This IP address tells us which domain you visited from (e.g., gmail.com, aol.com, etc.). We use the information we record to help diagnose problems with our server, and to improve the content of our website. The information is not shared with other organizations for commercial purposes.

Opt-out policy

If you supply us with your postal address, email address or phone number, you may receive periodic communications from us. If you do not want to receive postal mail, email or phone calls from us in the future, please let us know by sending your request via email to **donorservices@cfs-foundation.org**

Exceptions to opt-out policy

The Chronic Fatigue Syndrome Foundation may disclose personal information if compelled by law or a regulatory authority. In addition, we may need to disclose personal information in special cases when we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be causing injury or interfering (either intentionally or unintentionally) with the Chronic Fatigue Syndrome Foundation's rights or property, the CFS Foundation's supporters, or anyone else that could be harmed by such activities.

Protecting credit card information

Protecting your credit card information is of the utmost importance to the Chronic Fatigue Syndrome Foundation. The CFS Foundation's online donation site has security measures in place to protect the loss, misuse and alteration of information under our control. We make every effort to ensure the secure collection and transmission of sensitive user information, including credit card information, by using SSL (Secure Socket Layer) encryption technology. This method reflects industry standard security protocol and makes it extremely difficult for anyone to intercept your credit card information.

Credit card numbers are not stored on any Chronic Fatigue Syndrome Foundation servers. In the CFS Foundation's software application, credit card numbers are replaced with reference tokens that are used to process future transactions (e.g. for recurring gift pledges). Chronic Fatigue Syndrome Foundation staff cannot access your credit card information at any time.

How we use "cookies"

Visitors should be aware that non-personal information and data may be automatically collected by the Chronic Fatigue Syndrome Foundation's website through the use of "cookies." Cookies are small text files that a website can use to recognize repeat visitors, facilitate visitors' ongoing access to and use of the site, and allow a site to track usage behavior and compile aggregate data that will facilitate content improvements.

Cookies are not programs that come onto a visitor's system and damage files. Generally, cookies work by assigning to the visitor a unique number that has no meaning outside the assigning site. If a visitor does not want information collected through the use of cookies, there is a simple procedure in most browsers that allows the visitor to deny or accept the cookie feature. For more information about how to disable cookies, refer to the "help" or "customer support" section of your specific browser application. The Chronic Fatigue Syndrome Foundation uses cookie technology only to obtain non-personal information from its online visitors in order to improve visitors' online experience and facilitate their visit within our site.

Personal Information

The General Data Protection Regulation ('GDPR') is a European Union regulation concerning the use and processing of personal information. GDPR is effective as of May 25, 2018. We are committed to processing your information in compliance with the GDPR, as applicable.

We will use reasonable efforts to securely process all personal information in line with the rights specified under the GDPR, in particular those related to the following requests:

- Access to your personal information;
- Correction of the personal information that we hold;
- Deletion of your personal information;
- A restriction of processing of your personal information;
- Transfer of your personal information to another party; or
- Objection to processing of your personal information based on IRC's legitimate interest (or those of a third party) to use it and there is something about your particular situation that causes you to object to such processing.

We will hold your information and use it as described in this Privacy Policy. We consider that Chronic Fatigue Syndrome Foundation has a legitimate interest in collecting and processing your information. This provides our lawful basis to use your personal information, within the limitations set forth herein.

This website is published in the United States and is subject to laws of the United States. Specifically, the laws of the State of New York shall govern this Privacy Policy regardless of your location. You hereby expressly consent to exclusive jurisdiction and venue in the federal and state courts located in New York, New York, for all matters or disputes arising out of or relating to this Privacy Policy or your access or use of the website.

If you are located in a country outside the United States and voluntarily submit personal information to us, you thereby consent to the general use of such information as provided in this Privacy Policy and to the transfer of that information to, and/or storage of that information in, the United States. Chronic Fatigue Syndrome Foundation shall not be liable under any circumstances for damages resulting from use of information collected from visitors to this website.

We note that you are under no obligation to disclose any personal information to the Chronic Fatigue Syndrome Foundation if you do not want to.

Links to third-party sites

In order to provide certain services and materials, our website may allow you to "click" over to other websites. This Privacy Policy only applies to [CFS-Foundation.org](https://www.cfs-foundation.org). This Privacy Policy does not apply to any third-party sites. The Chronic Fatigue Syndrome Foundation is not responsible for the privacy practices or content of such other websites, even if our name and logo appear on the screen. We recommend that you review the privacy policies on third-party sites

before you use any services or programs they offer.

Changes to Privacy Policy

The Chronic Fatigue Syndrome Foundation may revise this Privacy Policy from time to time without advance notice. Accordingly, we recommend that you check for updates to this Privacy Policy on an ongoing basis. Changes were last made to this Privacy Policy on January 10, 2019.