

Privacy Policy of HeartsWay Hospice of Northeast Texas

Our Commitment to Privacy

Hospice Longview, Inc DBA HeartsWay Hospice of Northeast Texas operates <http://www.heartswayhospice.org>. This page informs you of our policies regarding the collection, use and disclosure of Personal Information we receive from users of this site.

The information we receive is used and disclosed only for the Agency's mission-related activities and operations, and in other limited circumstances such as when required for law enforcement or for public health activities. In addition, use and disclosure of constituent information is limited to a "minimum necessary" standard, except in certain situations specified by law. Other uses and disclosures of constituent information, including disclosures to third parties, shall not generally occur unless the constituent provides their consent. Constituents may exercise the rights granted to them under this privacy policy free from intimidating or retaliatory acts.

Information Collection and Use

Below are general categories of information that we may collect. All information that you provide is voluntary.

Contact Information. We may ask for contact information such as name, address, telephone number, email address and contact preferences. We collect this information so that we can keep you informed about the agency or inform you of volunteer or other opportunities to support the agency's mission. We consider this information private and limit how it is used and disclosed.

Financial Information. If you make a donation to HeartsWay Hospice of Northeast Texas, then we may ask for information such as credit card number or financial account numbers. This information allows us to process your donation. We consider this information confidential.

How Does the Agency Protect Your Information?

HeartsWay Hospice has adopted a number of recognized standards to protect the privacy of your information. However, not every particular use or disclosure in every category will be listed.

We restrict and protect how your information is used. We have guidelines which limit access only to those who have reasonable need to use your information. We will use your information for purposes related to your original inquiry or request. We may use your information for mission-related activities, management and administration or to carry out legal responsibilities. We may also contact you to inform you of additional programs and services available to you or to inform you of volunteer or other opportunities, including fundraising, to support the agency's mission.

We have strong computer security protections. For our electronic data, we have "industry standard" physical, technical and procedural safeguards to protect your information.

We conduct privacy training and education programs. We require all staff to receive training on privacy and how to protect your information.

What Are Your Rights?

The right to access your information. Under our privacy policy, you have the right to (upon request) see your contact and other information that we have maintained about you. Further, we will respond to requests for updates or changes to your personal information. Contact us by email or in writing at the address below.

The right to request restrictions. We recognize that you may wish to limit the ways in which we contact you, and we offer the following options for restricting internal and external sharing of information:

1. Do not contact me by phone
2. Do not contact me by postal mail.
3. Do not contact me by email.
4. Do not share my contact information with other nonprofit organizations.
5. Do not contact me for fundraising requests supporting HeartsWay Hospice.
6. Do not contact me.

To Report a Problem

If you have a question, wish to notify us of any restrictions or believe that your privacy rights have been violated, then please submit your inquiry by email or file your complaint with us using the contact information below. To protect your privacy and security, we will take reasonable steps to verify your identity before providing information or making corrections. There will be no retaliation for a complaint.

Telephone: 1(800) 371-1016

Email: scotti@heartswayhospice.org

Postal Mail: Security and Privacy Requests

Privacy Officer

PO Box 5608

Longview, Texas 75608

Last updated 04/12/2017