

Privacy Policy

Chattanooga Room in the Inn (CRITI) is committed to maintaining your confidence and trust, and accordingly maintains the following privacy policy to protect your personal information.

CRITI's Commitment to Security

Financial donations made to CRITI are recorded in the following ways:

Cash and Checks are recorded by staff manually

Card transactions are completed through our website using Stripe payment processor.

Personal information is accessible only by staff designated to handle donations. All CRITI agents and contractors with access to personal information are also bound to adhere to CRITI's Internal Financial policies as part of their agreement with CRITI.

Online financial contributions are subject to the Privacy Policy bound by Stripe payment processor. Through Stripe, CRITI only has access to the last four digits of the card used for contribution. We are able to make a refund if necessary, but there is no card information in full that CRITI can access.

Personal Information that CRITI May Collect

CRITI collects the following types of personal information: names, postal and e-mail addresses, phone and facsimile numbers. CRITI may also collect business information from contributors, some of which might constitute personal information, as well as personal information from individuals acting solely in their business capacity. For purposes of donor relations, we may collect familial information or personal history, but this information is used solely as a means of connection with the donor, and is not shared with anyone outside CRITI for any reason.

How CRITI May Use Personal Information

Personal information of our supporters is recorded and stored in a database. New contributors and volunteers are added to the database. Database information is used for mailing the annual report, newsletters, and appeals. At any time you can add or remove your name from our mailing list by contacting us at info@chattanoogaroomintheinn.com or clicking Unsubscribe in the emailed newsletter

This information is never sold to third-parties.

How Your Information May Be Shared

CRITI's annual report contains the names of all who contributed for the previous calendar year. If you do not want your name listed, please note that it should be recorded as an anonymous contribution.

We will also release personal information under the following circumstances:

- Where release is required by law (for example, a subpoena) or regulation, or is requested by an agency for governmental investigative purposes or governmental proceedings;

- Where our records indicate a company may be engaged in fraudulent activity or other deceptive practices that a governmental agency should be made aware of; or
- To appropriate persons, where your communication suggests possible harm to others.

Help Us Keep Your Personal Information Accurate

If your personal information changes or you would like to review the personal information we may have on file, please email us with the new information to info@chattanoogaroomintheinn.com.

Computer Tracking and Cookies

Our website is powered by Wix. View their privacy and other policies at <https://www.wix.com/manage/privacy-security-hub>. Our site logs do generate certain kinds of non-identifying site usage data, such as the number of hits and visits to our site. This information is used for internal purposes by technical support staff to provide better services to the public and may also be provided to others, but again, the statistics contain no personal information and cannot be used to gather such information.

You have the right to reject cookies by choosing the option on our website that is powered by Wix. Other information about their cookie policy can be found at <https://www.wix.com/manage/privacy-security-hub>.

Client Data

Client data is tracked using our local Homeless Management Information System (HMIS), Client Track. Client Track is managed by the Chattanooga/Southeast Continuum of Care (COC) organization, the Chattanooga Regional Homeless Coalition and meets the mandated requirements of communities receiving federal funding from the Department of Housing and Urban Development, Department of Health and Human Services, and the Department of Veteran Affairs. Client information, including client and dependent PII, employment, contact, goals, and other program information specific information is entered into Client Track to facilitate providing appropriate service for women and children experiencing homelessness. Additionally, current or former clients can request a full copy of the HMIS privacy policy at any time by contacting their case manager or emailing us at info@chattanoogaroomintheinn.com. This full policy is also posted and available on-site for client review.

Problems

If you have a complaint about CRITI's compliance with this privacy policy, you may contact us at info@chattanoogaroomintheinn.com.