

CPAC Website Privacy Policy (Effective April 3, 2026)

1. **Who we are.** Connecticut Parent Advocacy Center, Inc. (CPAC) is a 501(c)(3) nonprofit that offers support to Connecticut families of children with disabilities or chronic illness, from birth to age 26.
2. **Scope.** This Privacy Policy applies to information we collect through <https://cpacinc.org/> (the “Site”) and our communications programs (email newsletters and SMS text messaging). The Site is informational and educational and does not provide interactive user accounts.
3. **Our privacy commitments.** We do not and will not sell, share, trade, or otherwise commercially exploit personal data. We do not and will not deploy targeted advertising, cross-context behavioral advertising, or similar tracking technologies. We share personal information only with service providers that perform services for CPAC and use information solely on our behalf.
4. **Information we collect.**
 - **Information you provide:**
 - Newsletter signup: your email address and which newsletters you choose (e.g., CPAC General News, Early Childhood, Transition to Adult Life).
 - SMS Messaging: your mobile phone number, opt-in/opt-out choices, and messages you send.
 - Donations: information you submit to PayPal (processed by PayPal), and any information included with check donations; we may record donation acknowledgments.
 - Communications: information you provide when you contact us by email, phone, or other channels.
 - **Information we collect automatically:** We use Google Analytics to understand site usage and improve content. Analytics may collect IP addresses, device/browser types, pages visited, and timestamps. Learn more and opt out using Google’s tools at google.com/policies/privacy and tools.google.com/dlpage/gaoptout.
 - **Children:** The Site is intended for adult parents, caregivers, and supporters. We do not knowingly collect personal information from children under 13 and ask that children under 13 do not submit information via the Site or SMS. When we discover we have received personal information from a child under 13, we delete it immediately.
5. **How we use information:**
 - To send newsletters you request and manage your subscriptions.

- To operate SMS Messaging, including sending informational updates, event reminders, resources, and (with your consent) fundraising messages.
- To respond to inquiries and provide resources you request.
- To acknowledge and steward donations (payments are processed by PayPal).
- To maintain site security and performance, keep necessary records (e.g., consent logs), and comply with law.

6. SMS Messaging

- **Opt-in and Consent:** Participation is voluntary and requires your opt-in consent. SMS consent is not shared with third parties. By enrolling, you agree to receive recurring text messages from CPAC at the mobile number you provide. Message frequency varies. Message and data rates may apply.
- **Opt-out:** Text STOP to any message from us to cancel at any time, or contact cpac@cpacinc.org or (860) 739-3089 for assistance.
- **Help:** Text HELP to our sending number for help, or contact cpac@cpacinc.org.
- **Delivery and carriers:** Delivery depends on your carrier and device; carriers are not liable for delayed or undelivered messages.
- **Service provider:** We use RingCentral to send and receive messages as our service provider. We maintain opt-in/opt-out and message logs for compliance. We do not share your mobile number with third parties for their own marketing.

7. Email newsletters. We use Constant Contact and MailChimp services for our email newsletters. You can revoke your consent at any time using the SafeUnsubscribe link in any email. Constant Contact processes your information as our service provider.

8. Donations and third-party services. The following third-party services are independent of CPAC; we encourage you to review their privacy practices:

- **PayPal:** PayPal processes online donations under its terms and privacy policy; CPAC does not collect or store full payment card data.
- **Amazon Wishlist:** Amazon processes purchases under its policies.
- **United Way:** Your employer and United Way handle workplace giving under their policies.

9. **Cookies, analytics, and tracking.** We use Google Analytics as described in Section 4. We do not use targeted advertising cookies, cross-site advertising trackers, or similar technologies for behavioral advertising.
10. **How we share information.** We share information with vendors and service providers that perform services for us (e.g., Constant Contact for email, RingCentral for SMS, web hosting and security providers, and PayPal for donations). They may use information only to provide services to CPAC and must protect it appropriately. We may disclose information if required by law, to protect CPAC and our users, or in connection with a nonprofit reorganization.
11. **Data retention.** We retain personal information only as long as needed to provide requested services, maintain required consent and transaction records, and meet legal or auditing obligations. If you unsubscribe or opt out, we may retain minimal information to honor your request and for compliance.
12. **Security.** We implement reasonable administrative, technical, and physical safeguards appropriate for a small nonprofit. No method of transmission or storage is completely secure.
13. **Your choices:**
 - Email: Use the SafeUnsubscribe link in any newsletter or contact cpac@cpacinc.org.
 - SMS: Text STOP to any message or contact cpac@cpacinc.org.
 - Analytics: Use Google’s opt-out tools described in Section 4.
14. **State notices.** Although certain state privacy laws may not apply to nonprofits, CPAC voluntarily provides the disclosures and choices in this Policy. We do not sell or “share” personal information (as “share” may be defined in some state privacy laws), and we do not use personal information for targeted or cross-context behavioral advertising.
15. **Changes.** We may update this Policy from time to time. We will post changes on this page with an updated effective date and, where appropriate, provide additional notice.
16. **Contact.** Questions about this Policy: privacy@cpacinc.org | (860) 739-3089 | 5 Shaws Cove, Suite 102, New London, CT 06320