

K B T E N A C I O U S E M E R G E N C Y S U P P O R T F O U N D A T I O N

Online Privacy Policy

kbt-esf.org and app.kbt-esf.org

Version 2.0 | Effective: June 2026 | EIN 41-3071623

KB Tenacious Emergency Support Foundation ('KBT-ESF,' 'we,' 'our,' or 'us') is committed to protecting your privacy and being transparent about how we collect, use, and safeguard your information. This policy applies to our website at kbt-esf.org, our community app at app.kbt-esf.org, and all digital communications from KBT-ESF.

1. Who We Are

KBT-ESF is a 501(c)(3) nonprofit organization headquartered at 5061 Jackson Highway, Toledo, WA 98591. We provide community emergency support services including disaster reconnaissance, welfare checks, and community resilience programs in Lewis County and Western Washington. We are not EMS, law enforcement, or Search and Rescue.

Questions about this policy may be directed to: support@kbt-esf.org or (360) 937-4921.

2. Information We Collect

Information You Provide Directly

We collect personal information that you voluntarily provide when you:

- Contact us by email, phone, our website contact form, or social media
- Submit a welfare check request or assistance request through our app or website
- Make a donation through Donorbox
- Sign up for our newsletter or email updates through Mailchimp
- Apply to volunteer with KBT-ESF
- Submit a disaster report or incident through our ArcGIS-powered tools

This information may include your name, email address, phone number, mailing address, and the content of your message or request. For welfare check or assistance requests, it may also include information about the person you are requesting assistance for, including their name, address, and general situation.

Donation Information

Donations are processed by Donorbox using Stripe as the payment processor. KBT-ESF does not directly collect or store payment card information. Donorbox and Stripe handle payment data under their own privacy policies and PCI-DSS compliance standards. We receive a record of the donation amount, donor name, and contact information for our records.

Information Collected Automatically

When you visit kbt-esf.org or app.kbt-esf.org, we and our service providers may automatically collect:

- Browser type and version
- Device type and operating system
- Pages visited and time spent on each page
- Referring website or search terms
- General geographic location (city or region level — not precise location)
- IP address

Google Analytics

KBT-ESF uses Google Analytics to understand how visitors use our website. Google Analytics collects information about your site activity and may use cookies or similar technologies. This data is aggregated and used to improve our website and programs. It does not identify you personally. You can opt out of Google Analytics tracking by installing the Google Analytics Opt-Out Browser Add-on at tools.google.com/dlpage/gaoptout.

Cookies

Our website may use cookies — small text files stored on your device — to improve your browsing experience. These include functional cookies necessary for the site to work and analytics cookies placed by Google Analytics. You can control cookies through your browser settings. Disabling cookies may affect some website functionality.

3. How We Use Your Information

We use the information we collect only for the following purposes:

- To respond to your inquiries, requests, or assistance needs
- To process and acknowledge donations
- To send newsletters, program updates, or emergency information to subscribers
- To maintain internal records of our programs and activities
- To coordinate welfare checks or assistance requests
- To improve our website, app, and community programs
- To comply with legal and regulatory requirements

We do not use your information for advertising, profiling, or automated decision-making. We do not sell, rent, lease, or trade your personal information to any third party for any purpose.

4. SMS and Text Communications

If you provide your phone number and consent to receive SMS messages from KBT-ESF, you may receive text messages related to emergency alerts, program updates, or operational communications. Message frequency varies. Standard message and data rates may apply. You may opt out at any time by replying STOP to any message. For help, reply HELP or contact support@kbt-esf.org. KBT-ESF does not share your phone number with third parties for SMS marketing purposes.

5. Third-Party Services

KBT-ESF uses the following third-party services that may receive limited personal information necessary to perform their functions:

Service	Purpose and Data Shared
Donorbox	Online donation processing. Receives donor name, contact info, and donation details.
Stripe	Payment processing (via Donorbox). Handles payment card data under PCI-DSS compliance.
Mailchimp	Email newsletter and communications. Receives subscriber name and email address.
Google Analytics	Website analytics. Receives anonymized usage data.
ArcGIS / Esri	Disaster mapping and incident reporting. Receives incident data submitted through our reporting tools.
EmailJS	Form submission routing. Routes contact and assistance form submissions to KBT-ESF.
Wix	Website hosting platform for kbt-esf.org.
Netlify	Hosting platform for app.kbt-esf.org.

Each of these providers operates under their own privacy policies. We select providers with appropriate privacy and security practices. We do not authorize them to use your information for purposes beyond what is necessary to provide their services to us.

6. Washington State Privacy Rights

If you are a Washington State resident, you have the following rights regarding your personal information under Washington law:

- Right to know what personal information we collect about you
- Right to access a copy of your personal information
- Right to correct inaccurate personal information
- Right to request deletion of your personal information, subject to legal retention requirements
- Right to opt out of any sale of your personal information (we do not sell personal information)

To exercise any of these rights, contact us at support@kbt-esf.org or (360) 937-4921. We will respond to verified requests within 45 days. We do not discriminate against individuals who exercise their privacy rights.

7. Data Security

We take reasonable and appropriate measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. These measures include access controls, limited data collection, and the use of reputable service providers with established security practices.

No online system is completely secure. While we work hard to protect your information, we cannot guarantee absolute security. If you believe your information has been compromised, please contact us immediately at support@kbt-esf.org.

8. Data Retention

We retain personal information only as long as necessary for the purposes described in this policy or as required by law. General guidelines:

- Welfare check and assistance request records: 3 years
- Donor records: 7 years (IRS compliance)
- Volunteer records: 3 years after separation
- Newsletter subscriber information: retained until unsubscribed, then deleted within 90 days
- Website analytics data: per Google Analytics retention settings (default 26 months)

9. Children's Privacy

Our website and app are not directed to children under 18 years of age. We do not knowingly collect personal information from children under 18. If you believe a child has provided us with personal information, please contact us at support@kbt-esf.org and we will promptly delete it.

10. Data Breach Notification

In the event of a data breach affecting your personal information, KBT-ESF will notify affected individuals and the Washington State Attorney General's office as required by Washington State law (RCW 19.255.010). Notification will be provided in the most expedient time possible and without unreasonable delay.

11. External Links

Our website and app may contain links to external websites. This privacy policy applies only to KBT-ESF's digital properties. We are not responsible for the privacy practices of external sites and encourage you to review their privacy policies before providing any personal information.

12. Changes to This Policy

We may update this privacy policy periodically to reflect changes in our practices, technology, or applicable law. Updated versions will be posted at kbt-esf.org/privacy-policy with a revised effective date. We encourage you to review this policy periodically. Continued use of our website or app after a policy update constitutes acceptance of the revised policy.

13. Contact Us

Contact Method	Detail
Email	support@kbt-esf.org
Phone	(360) 937-4921
Mailing Address	5061 Jackson Highway, Toledo, WA 98591
Website	kbt-esf.org

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