



Assist ME Privacy Policy

Approved by the Board of Directors 08/10/2026

Assist ME ("Assist ME," "we," "us," or "our") is a North Carolina 501(c)(3) nonprofit organization that provides free, gently used mobility equipment to individuals in need. We respect the privacy of the people we serve, our donors, our volunteers, and our referral partners, and we are committed to protecting the personal information you share with us. This Privacy Policy explains what information we collect, how we use it, how long we keep it, and the limited circumstances under which we share it.

This Policy applies to information collected through our website (www.assistmenc.com), our online forms, over the phone, by mail, and in person at our office.

1. Information We Collect

a. Equipment Applicants and Recipients

When you or a referral partner apply for equipment on your behalf, we collect information such as your name, mailing address, phone number, email address, household income and size (to confirm eligibility at or below 200% of the Federal Poverty Level), insurance status, and relevant medical or mobility-need information necessary to evaluate and fulfill your request. If you participate in a customer satisfaction survey after receiving equipment, we collect your survey responses.

b. Referral Partners

If you refer a patient to us (e.g., as a case manager, social worker, or therapist), we collect your name, email address, phone number, and employer, along with the patient information described above that you submit on the applicant's behalf.

c. Donors

If you donate money, we collect your name and contact information. Depending on how you choose to give, your donation may be processed through one or more third-party payment platforms (for example, online giving platforms, payment processors, or text-to-give services). These platforms process your payment information directly; we do not receive or store your full payment card or bank account numbers. Each platform's own privacy policy governs the payment information you provide to it, and we encourage you to review the relevant platform's privacy policy before donating. If you donate equipment, we collect your name and contact information and details about the item(s) donated.

d. Volunteers

If you apply to volunteer, we collect the contact and background information provided on our volunteer application.

e. Website Visitors

We may collect standard technical information (such as IP address, browser type, and pages visited) through cookies or analytics tools to help us understand site usage and improve our website.

2. How We Use Your Information

We use the information we collect to:

- Determine eligibility for and fulfill equipment requests;



- Communicate with applicants, recipients, referral partners, donors, and volunteers about their requests, donations, or involvement with Assist ME;
- Coordinate equipment pickup and, where applicable, equipment returns;
- Process and acknowledge donations, including for tax-receipt purposes;
- Conduct customer satisfaction surveys and report on program outcomes to funders, grantors, and our Board of Directors;
- Recruit, screen, and coordinate volunteers;
- Maintain accurate financial and program records for accounting, audit, and legal compliance purposes;
- Improve our website, programs, and services.

3. How We Share Information

Assist ME does not sell or rent personal information to any third party, and we do not share your information for third-party marketing purposes.

We share information only in the following limited circumstances:

- **To fulfill your request** — for example, with equipment pickup coordinators, referral partners involved in your case, or payment processors that handle donation transactions;
- **With service providers who perform work on our behalf** (such as our online form provider, third-party donation/payment platforms, or IT/email services), who are permitted to use your information only to provide services to Assist ME and are contractually required to protect it;
- **As required by law** — for example, in response to a subpoena, court order, or government audit, or to comply with grant-funder reporting requirements;
- **To protect health or safety** — if we believe in good faith that disclosure is necessary to prevent harm to you or others.

We may share aggregated or de-identified information (which cannot reasonably be used to identify you) publicly or with funders for reporting and fundraising purposes.

4. Data Retention

We retain personal information only as long as necessary for the purposes described in this Policy, consistent with our Board-approved Record Retention and Destruction Policy, and then securely delete or destroy it. Our general retention periods are:

Information Type	Retention Period
Donor records and acknowledgement letters	7 years from the date of the gift
Grant applications and related contracts	5 years after grant completion
Applicant/recipient eligibility and service records	3 years after the case is closed (equipment issued or application denied)*
Referral partner contact information	Duration of the referral relationship, plus 3 years*



Volunteer application records

3 years after volunteer service ends*

Website analytics data

Up to 26 months*

Longer retention may apply where required by a specific grant agreement, government reporting obligation, or an active legal matter. No record is destroyed while it relates to pending or threatened litigation, consistent with our Record Retention and Destruction Policy. Records may be retained longer in de-identified or aggregated form for program reporting and historical purposes.

**These categories are not yet addressed in our Record Retention and Destruction Policy (approved 5/14/2026). We recommend the Governance Committee propose adding them to that policy so the two documents stay fully aligned; the periods above are placeholders pending that update.*

5. Data Security

We use reasonable administrative, technical, and physical safeguards designed to protect personal information from unauthorized access, use, or disclosure. Payment information submitted through third-party donation platforms is stored and secured by those platforms in accordance with their own security practices and privacy policies. However, no method of storage or transmission is 100% secure, and we cannot guarantee absolute security.

6. Your Choices

You may contact us at any time to ask what information we have about you, to request corrections, or to request that we delete your information, subject to our legal and recordkeeping obligations described above. You may also opt out of non-essential communications (such as newsletters) at any time by contacting us or using the unsubscribe link in our emails.

7. Children's Privacy

Our website is not directed to children, and we do not knowingly collect personal information from children online without parental or guardian involvement. Where equipment applications involve a minor, we collect information about the minor only through a parent, guardian, or authorized referral partner.

8. Changes to This Policy

We may update this Privacy Policy from time to time. The "Last Updated" date at the top of this page will reflect the most recent revision. Material changes will be posted on our website.

9. Contact Us

If you have questions about this Privacy Policy or how we handle your information, please contact us:

Assist ME

1350 S. Kings Drive, Charlotte, NC 28207

Phone: 704-659-1123

Email: receptionist@assistmenc.com