

## Ronald McDonald House Charities of Oklahoma City, Inc.

### Privacy Policy

**Effective Date: 4-23-2026**

Ronald McDonald House Charities of Oklahoma City, Inc. (“RMHC-OKC,” “we,” “our,” or “us”) is pleased to provide information about our privacy practices. We use our best efforts to respect your privacy and protect the security of your personal information.

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#### **Types of Information Collected and How It Is Used**

RMHC-OKC gathers personal information, such as first and last names, home and mailing addresses, email addresses, phone numbers, and payment information, **only when voluntarily provided by you**. If you make a donation or otherwise engage with us, **we may collect personal information necessary to process your request, respond to inquiries, or administer our programs**.

**Payment information is collected and processed by secure third-party payment processors and is not stored directly on RMHC-OKC servers.**

With your permission, we may use personal information to send you updates about RMHC-OKC programs, fundraising campaigns, events, or other mission-related communications. **You may opt out of these communications at any time.**

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#### **Security of Personal Information**

Donor and client information is stored in a secure donor management database used by RMHC-OKC. Access is restricted to employees or authorized representatives with a legitimate business need to access or modify such information.

**We maintain administrative, technical, and physical safeguards designed to protect personal information from unauthorized access, disclosure, alteration, or destruction.**

However, no method of transmission over the Internet or electronic storage is completely secure, and we cannot guarantee absolute security.

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#### **Sharing of Personal Information**

**RMHC-OKC does not sell, rent or trade personal information.** We may engage trusted third-party service providers to perform functions on our behalf, such as donation processing, communications, database management, or website hosting. These providers may have access to personal information **only as necessary to perform services for RMHC-OKC and are contractually prohibited from using it for any other purpose.**

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### **Payment Processing and Data Storage**

RMHC-OKC uses third-party platforms including **Arreva and Bloomerang** to process donations and manage donor data. Each step of the online donation process occurs on a secure website, and you may be directed away from RMHC-OKC's website during payment processing.

**Payment card information submitted online is processed in compliance with applicable PCI-DSS standards.**

We encourage donors to review the privacy policies of these providers when using their services.

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### **SMS / Text Messaging Communications**

**RMHC-OKC may offer supporters and clients the opportunity to receive SMS (text message) communications related to events, fundraising, programs, and mission-related updates.**

#### **Information We Collect for SMS Communications**

When you opt in to receive text messages, we may collect:

- Your name
- Your mobile phone number
- Records of your consent
- Message delivery and engagement data (such as timestamps)

#### **Consent and Opt-In**

By opting in, you expressly consent to receive automated or non-automated text messages from RMHC-OKC.

- Consent is **not required** as a condition of making a donation **or utilizing our services**.
- Message frequency may vary.
- Message and data rates may apply.

**SMS Messages will clearly identify Ronald McDonald House Charities of Oklahoma City as the sender.**

### **Opt-Out and Help**

You may opt out at any time by replying **STOP, END, CANCEL, QUIT or UNSUBSCRIBE** to any message. **You may receive one final confirmation message.**

For assistance, reply **HELP** or contact us at:

- **Email:** [info@rmhc-okc.org](mailto:info@rmhc-okc.org)
- **Phone:** (405) 424-6873

**Phone numbers collected for SMS purposes are not sold or shared for third-party marketing.**

**Mobile carriers and RMHC-OKC are not responsible for delayed or undelivered messages.**

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### **Cookies and Website Analytics**

“Cookies” are small data files stored on your device that help improve website functionality and user experience. RMHC-OKC uses cookies and similar technologies to:

- understand how visitors use our website;
- remember preferences;
- track aggregate website usage.

We may use third-party analytics tools such as **Google Analytics** to better understand site traffic and engagement. These tools may collect information such as IP address, browser type, and pages visited.

You may adjust your browser settings to refuse cookies or alert you when cookies are being used; however, some website features may not function properly if cookies are disabled.

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## Links to Other Websites

RMHC-OKC's website may contain links to third-party websites not operated or controlled by RMHC-OKC. We are not responsible for the privacy practices or content of those websites. We encourage you to review their privacy policies.

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## Children's Privacy

RMHC-OKC does not knowingly collect personal information from children under the age of **13**. If you believe a child has provided personal information without parental consent, please contact us and we will take appropriate steps to remove the information.

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## Your Choices and Access to Information

You may request to:

- review or correct personal information we maintain;
- update your communication preferences; or
- request deletion of your personal information, subject to legal or operational requirements.

Requests may be submitted to:

**Ronald McDonald House Charities of Oklahoma City, Inc.**

Attn: Privacy

**P. O. Box 7979**

**Edmond, OK 73114**

**Email:** [info@rmhcokc.org](mailto:info@rmhcokc.org)

Please note it may take up to **two weeks** to implement changes if communication is already in production.

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## Changes to This Privacy Policy

**This Privacy Policy was last updated in 2026.** RMHC-OKC may update this policy from time to time. Any changes will apply prospectively and will be posted on our website.

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