



Trauma Informed Community Action C.I.C. Privacy Policy.

Effective from 10th April 2024

1. PLEASE READ CAREFULLY

TICA cares deeply about the privacy of its visitors and users. To that end, this Privacy Policy (“Privacy Policy”) describes how Trauma Informed Community Action C.I.C. collect, use, and share your Personal Information, as well as an explanation of the data rights you may have in that Personal Information. This Privacy Policy applies to all TICA website users, including unregistered users and registered users (collectively, “Users”, “you”, or “your”). This Privacy Policy is not intended to override the terms of any contract you have with us, nor any rights you may have under other applicable data privacy laws.

Prior to accessing or using our Services, please read this policy and make sure you fully understand our practices in relation to your Personal Information. If you read and fully understand this Privacy Policy, and remain opposed to our practices, you must immediately leave and discontinue all use of any of our Services. If you have any questions or concerns regarding this policy, please contact us [here](#).

2. WHAT TYPE OF INFORMATION DO WE COLLECT?

To provide you the Services, we must collect Personal Information relating to an identified or identifiable natural person (“Personal Information”). We collect Personal Information you provide us, from your use of the Services. Here are the types of Personal Information we collect about you: We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications), comments, feedback, product reviews, recommendations, and personal profile

3. HOW DO WE COLLECT YOUR INFORMATION?

When you register on our website to become a Member, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.

4. WHY DO WE COLLECT?



We collect such Non-personal and Personal Information for the following purposes:

- To provide and operate the Services
- To provide our Users with ongoing customer assistance and technical support
- To be able to contact our Visitors and Users with general or personalized service-related notices, newsletters and promotional messages
- To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services
- To comply with any applicable laws and regulations.

5. HOW DO WE STORE, USE, SHARE AND DISCLOSE PERSONAL INFORMATION?

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to share our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

6. HOW DO WE COMMUNICATE WITH YOU?

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email.

7. HOW DO WE USE COOKIES AND OTHER TRACKING TOOLS?

7.1 What is a cookie?

Wix states that Cookies are small pieces of data stored on a site visitor's browser. They are typically used to keep track of the settings users have selected and actions they have taken on a site. You can read more about the purpose of cookies and their types [here](#).

7.2 Why are we using cookies?



We use Wix cookies on our website for important reasons, such as:

- To provide a great experience for all site visitors and members
- To identify you as a registered member (users who registered to your site).
- To monitor and analyze the performance, operation and effectiveness of the website platform
- To ensure our platform is secure and safe to use.

7.3 Which cookies do we use?

Our site is using 6 cookies, 5 of which are essential to enable the basic features of this site.

The cookies that we use fall into the following categories as stated by Wix:

Essential Cookies

These cookies enable core functionality such as security, verification of identity and network management. These cookies can't be disabled.

Marketing Cookies

These cookies are used to track advertising effectiveness to provide a more relevant service and deliver better ads to suit your interests.

Functional Cookies

These cookies collect data to remember choices users make to improve and give a more personalised experience.

Analytics Cookies

These cookies help us to understand how visitors interact with our website, discover errors and provide better overall analytics.

7.4 What information do they gather?

According to Wix, these cookies gather information in the following ways:

Cookie Name	Purpose	Duration	Cookie Type
XSRF-TOKEN	Used for security reasons	Session	Essential
hs	Used for security reasons	Session	Essential



svSession	Used in connection with user login	12 months	Essential
SSR-caching	Used to indicate the system from which the site was rendered	1 minute	Essential
_wixCIDX	Used for system monitoring/debugging	3 months	Essential
_wix_browser_sess	Used for system monitoring/debugging	Session	Essential
consent-policy	Used for cookie banner parameters	12 months	Essential
smSession	Used to identify logged in site members	Session	Essential
TS*	Used for security and anti-fraud reasons	Session	Essential
bSession	Used for system effectiveness measurement	30 minutes	Essential
fedops.logger.X	Used for stability/effectiveness measurement	12 months	Essential
wixLanguage	Used on multilingual websites to save user language preference	12 months	Functional

7.5 Other relevant cookie information

It's important to note that third-party services, such as Google Analytics or other applications offered through the Wix App Market, placing cookies or utilizing other tracking technologies through Wix's services, may have their own policies regarding



how they collect and store information. As these are external services, such practices are not covered by the Wix Privacy Policy.

Please note that we do not change our practices in response to a “Do Not Track” signal in the HTTP header from a browser or mobile application, however, most browsers allow you to control cookies, including whether or not to accept them and how to remove them. You may set most browsers to notify you if you receive a cookie, or you may choose to block cookies with your browser.

8. HOW CAN YOU WITHDRAW YOUR CONSENT?

If you don't want us to process your data anymore, please contact us at info@traumainformedcommunityaction.org.

9. PRIVACY POLICY UPDATES

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

10. IF YOU HAVE ADDITIONAL QUESTIONS....

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at info@traumainformedcommunityaction.org.