



preschool. therapy. outreach.

Return/Refund Policy

If you have made an error while entering your item amount, we will honor your request for a refund made within 15 days of your donation. To request a refund, call (615) 690-3091. Refunds are returned using the original method of payment.

Privacy Policy

This privacy policy has been compiled to better serve those who are concerned with how their 'Personally Identifiable Information' (PII) is being used online. PII, as described in US privacy law and information security, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. Please read our privacy policy carefully to get a clear understanding of how we collect, use, protect or otherwise handle your Personally Identifiable Information in accordance with our website.

What personal information do we collect from the people that visit our blog, website or app?

When donating, ordering or registering on our site, you may be asked to enter your name, email address, mailing address, phone number, credit card information or other details to help you with your experience.

When do we collect information?

We collect information from you when you donate or purchase tickets, or enter information on our site.

How do we use your information?

The information you provide us is used for the purpose of identifying your account for payment processing or to respond to an inquiry. We may use the information we collect:

- to enable you to use our Site, and to provide related services and care, including responding to your questions, complaints or comments;
- to process your donation and, as applicable, create your account or personal profile;
- to provide you with information, opportunities, or services that you have requested or that we otherwise believe will interest you, including opportunities to donate, attend events, and other special opportunities we may offer;
- update you on the impact of your fundraising and donations.

Third-party disclosure

Your details will be kept securely and only shared with trusted suppliers who enable us to deliver our charitable objectives, for example, distribution of our e-newsletter. We do not sell, trade, or otherwise transfer to outside parties your Personally Identifiable Information. At all times we remain legally responsible for your data. We never sell or swap your details with any third parties, including charities.

How do we protect your information?

Our website is scanned on a regular basis for security holes and known vulnerabilities in order to make your visit to our site as safe as possible.

We use regular Malware Scanning.

Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. In addition, all sensitive/credit information you supply is encrypted via Secure Socket Layer (SSL) technology.

We implement a variety of security measures when a user makes a donation, places an order enters, submits, or accesses their information to maintain the safety of your personal information.

All transactions are processed through a gateway provider and are not stored or processed on our servers.

Do we use 'cookies'?

We do not use cookies for tracking purposes

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings. Since each browser is a little different, look at your browser's Help Menu to learn the correct way to modify your cookies.

If you turn cookies off, some features will be disabled that make your site experience more efficient and may not function properly.

However, you will still be able to make donations and place orders.

Third-party links

We do not include or offer third-party products or services on our website.

Fair Information Practices

The Fair Information Practices Principles form the backbone of privacy law in the United States and the concepts they include have played a significant role in the development of data protection laws

around the globe. Understanding the Fair Information Practice Principles and how they should be implemented is critical to comply with the various privacy laws that protect personal information.

In order to be in line with Fair Information Practices we will take the following responsive action, should a data breach occur:

We will notify you via phone call

- Within 1 business day

We also agree to the Individual Redress Principle which requires that individuals have the right to legally pursue enforceable rights against data collectors and processors who fail to adhere to the law. This principle requires not only that individuals have enforceable rights against data users, but also that individuals have recourse to courts or government agencies to investigate and/or prosecute non-compliance by data processors.

CAN SPAM Act

The CAN-SPAM Act is a law that sets the rules for commercial email, establishes requirements for commercial messages, gives recipients the right to have emails stopped from being sent to them, and spells out tough penalties for violations.

We collect your email address in order to:

- Process orders and to send information and updates pertaining to orders.

To be in accordance with CANSPAM, we agree to the following:

If at any time you would like to unsubscribe from receiving future emails, you can email us at info@firststepsnashville.org and we will promptly remove you from ALL correspondence.

Contacting Us

If there are any questions regarding this privacy policy, you may contact us using the information below.



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