



# Stakeholder Privacy Policy

<b>Workplace Guidelines:</b>	External Stakeholders	<b>Approval Date:</b>	7/28/2025
<b>Policy Reference:</b>	Marketing	<b>Supersedes:</b>	N/A

## 1.0 POLICY STATEMENT

At CROSSROADS, INC., we respect the privacy of all stakeholders and are committed to protecting any personal information shared with us. This policy explains how we collect, use, share, and protect personal information and stakeholder rights under applicable privacy laws.

## 2.0 SCOPE OF THE POLICY

This policy applies to all stakeholder data collected and stored by CROSSROADS, INC.

## 3.0 DEFINITIONS/GUIDELINES

**Stakeholder:** Anyone who shares personal data with CROSSROADS, INC., including donors, volunteers, and others not covered under employee or client privacy policies.

## 4.0 POLICY DETAILS

### Information We Collect

We collect personal information to support our services, programs, and operations. This information may include:

- Contact details, such as name, address, phone number, and email
- Information provided, including through forms, applications, surveys, or participation in our programs
- Other relevant data needed to fulfill our mission and serve our community

We collect this information by fair and lawful means, and, when appropriate, with stakeholder knowledge or consent.

### How We Use Your Information

We collect and use personal information solely to support our mission and better serve our community. We do **not** sell, rent, or trade your personal information to third parties, nor do we engage in targeted advertising.

We may use personal information to:

- Communicate with stakeholders

- Provide services, programs, or support
- Comply with legal or regulatory obligations
- Improve our services and operations

### **Stakeholder Rights**

Depending on the stakeholders' state of residence and applicable laws, stakeholders may have certain rights regarding personal information. These may include the right to:

- Confirm whether we process personal data.
- Request access to the personal data on file.
- Ask for corrections to any inaccurate or incomplete information.
- Request that we delete personal data, subject to legal requirements.
- Request a copy of personal data in a usable format.
- **Be informed that we do not sell personal data**, and therefore do not offer an opt-out of sale.

For Iowa residents, these rights are provided under the **Iowa Consumer Data Protection Act (ICDPA)**. For other states or countries with specific privacy rights, a stakeholder can contact us to inquire about options.

We collect information by fair and lawful means, and when appropriate, with the stakeholder's knowledge or consent.

To exercise rights, a stakeholder can contact us using the information below. We will respond within the timeframe required by law.

### **Data Security**

CROSSROADS, INC. uses reasonable administrative, technical, and physical safeguards to protect stakeholder information from loss, misuse, unauthorized access, or disclosure. Steps are also taken to ensure that personal information is accurate, complete, and up to date.

### **Contact Information**

For questions about CROSSROADS, INC.'s data privacy practices or to inquire about data privacy rights, please contact:

#### **CROSSROADS, INC.**

1424 Houser St., Muscatine, IA 52761

563.263.3545

[marketing@crossroadsmuscatine.org](mailto:marketing@crossroadsmuscatine.org)

## **5.0 RELATED POLICIES**

## **6.0 GOVERNING BODY/LEGAL REGULATIONS**

**Iowa Consumer Data Protection Act (ICDPA)** effective January 1, 2025

<https://www.legis.iowa.gov/docs/publications/LGE/90/SF262.pdf>

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## 7.0 COMPLIANCE/AUDIT GUIDELINES

The Public Data Privacy Policy will be posted on the CROSSROADS, INC. website and reviewed every three years as part of the organization's policy review cycle.

## 8.0 APPLICABLE APPENDIX

## 9.0 REVISION HISTORY RECORD

Revision	Modified by	Description	Date
0.0	M. Francis	Initial policy developed	7/2025