

PRIVACY POLICY

We want everyone who supports us, or who comes to us for support, to feel confident and comfortable with how any personal information you share with us will be looked after. This Privacy Policy sets out how we collect, use and store your personal information (this means any information that identifies or could identify you).

has created this privacy policy (the “Privacy Policy”) in order to demonstrate our firm commitment to your privacy and security. This Privacy Policy discloses our information collection policies and practices for this Web site: www.FYM.org (the “Website”). This Website is owned and operated by the National Alliance on Mental Illness (hereinafter referred to as “FYM,” or “we” or “us”). This Privacy Policy applies only to FYM’s online information-gathering and sharing practices occurring on the Website, and does not apply to any of our practices conducted offline. By visiting this Website, you are accepting the practices and policies described in this Privacy Policy, and you are further indicating that you agree to be bound by the terms of this Privacy Policy. If you do not agree to the terms of this Privacy Policy, you should not visit this Website or use any of the “links” on this Website. We may update this Privacy Policy from time to time, so please check this Privacy Policy periodically for changes. The date this Privacy Policy was last updated is stated at the end of this document.

Summary:

- In most cases, FYM does not collect personally identifiable information about you other than what you freely share. We do log the IP address of every computer that visits our site as part of our normal site usage tracking, as further detailed below.
- You have the option of entering personally-identifiable information about yourself as you interact with the Website, including name, address, demographic data such as age and income, interests, etc. FYM uses this information to help us understand who our site users are and how we may better target and tailor our services.
- Except as stated in this Privacy Policy, FYM does not share any of your personally-identifiable information outside the FYM organization. FYM State Organizations and FYM Affiliates are expected to adhere to these same privacy practices in regards to your personal information.
- You retain full control over all information you share about yourself, and may remove or request removal of this information at any time.
- You retain full control over what types of email communication you receive from FYM, and may opt to discontinue email correspondence at any time.
- You have the option to share personally identifiable information about yourself with other visitors to the Web site. These options are clearly labelled as such, e.g. the FYM Walks fundraising pages. You may remove or request removal of any such information you share.
- Anytime you enter personally-identifiable information, not intended to be shared publicly, such as password, address, or credit card number, this information is sent to FYM over a secure connection.
- FYM uses generally accepted industry standards to protect the information submitted to us.

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The Personal Information We Collect, How We Collect It And How It Is Used:

The FYM Web site does not collect any personally-identifiable information about our Website visitors, other than information that visitors freely enter.

The one exception to this is that, like most Web sites, we gather certain information automatically and store it in log files. This information includes Internet protocol (IP) addresses, as further discussed below.

Sign-In Accounts:

You may freely visit our Website without being required to provide us with any personal information. However, some requests and features do require that you provide us with some personally identifying information as more particularly described below. Personal information is data that can be used to identify or contact you. Please do not send confidential information to us directly via the contact email addresses listed on this Website.

Access to certain areas of the FYM Web site requires the creation of a sign-in account. There are two types of accounts: those for dues-paying FYM members, and those for non-members.

Member accounts: Web site accounts for FYM members are tied to your FYM membership. This connects your sign-in account to your name, address, phone number, and e-mail address, as well as to your membership status, dues history, and donation history.

Non-member accounts: Free sign-in accounts for non-members require your name, address, e-mail address. Phone number is optional.

The IP address of all users who sign-in is logged. This is done to enable us to troubleshoot sign-in or access problems for registered users.

Online Membership:

Web site visitors have the opportunity to join FYM online. When joining, in addition to the information required for creating the sign-in account, you must also provide your credit card number, which is used to pay the cost of a one-year membership.

Your contact information is then passed to your FYM State Organization, where it is entered into a membership database. You will then be added to the postal mailing lists of FYM National, your FYM State Organization, and your local FYM Affiliate. Your contact information is not to be shared outside the FYM organization.

Optional Personal Information

All users who sign-in also can provide optional personal information about themselves in the my FYM area of the site, including:

- Demographic information (age, gender, income) and information about you're a family member's illness (consumer, family member, etc.) This information is used in aggregate reports to help us have a better idea of who our users are and how we can better tailor our site to their needs. We may also use this information to help us target e-mail communication. For example, we might send an e-mail announcing a conference for Latinos to everyone who has identified themselves as Latino and has given us permission to send e-mail. Additionally, the aggregate reports may be shared with a third party, such as a site sponsor, but will never be shared outside of FYM in a way that makes you personally-identifiable.
- Subscriptions (my Subscriptions): The subscriptions page allows you to control all of the regular e-mail communication you receive from FYM National from a single page. Here, you can opt-in or opt-out from receiving general e-mail announcements from FYM, as well as subscribe to one of our many e-newsletters.

Donor Privacy:

FYM does not trade, share or sell a donor's personal information to third parties, nor do we send donor mailings on behalf of other organizations. This policy applies to all donors, online and offline.

If you make a donation online at our Web site, you are required to enter personal contact information and credit card information. We use this information to process your donation and send you a confirmation receipt. This information will not be sold or shared with outside parties.

When you make a donation, we also add you to our national donor database, from which you may receive periodic fundraising appeals via postal mail or e-mail. This is outside of your general opt-in preference for e-mail from FYM as indicated on your subscriptions page.

If you wish to be removed from our mailing list, please contact us via e-mail at donate@freeyourmind.or.tz , by phone at 0622 877929, or at the address below.

Online Event Registration:

If you register for an event at our Web site, such as the FYM National convention, you must first activate a sign-in account. Additionally, you must enter credit card information. We use this information to register you, to send you a confirmation, and to do any subsequent follow-up about the event.

You also have the option to "opt-in" to be added to a mailing list, from which you may receive announcements about future events via postal mail or e-mail. This is outside of your general opt-in preference for e-mail from FYM as indicated on your subscriptions page. If you wish to be removed from this mailing list, please contact us via e-mail at info@freeyourmind.or.tz or at the address below.

Online Advocacy:

When using our Legislative Action Center to send letters online, certain information is required such as name, address, etc. In addition to being used to send your letters, this information is logged and used by FYM to help us understand how often letters are sent and by whom. We do not log the body of your letter.

Based on your use of this system, we may follow up with you via e-mail about other advocacy opportunities, if you are opted-in to receive E-News alerts or general e-mail updates from FYM. You can control this preference on your subscriptions page.

Discussion Groups:

To participate in an online discussion group on our Web site, you must first activate a sign-in account.

The user name you choose will be displayed beside your posts to the discussion group, so please choose your user name carefully if you do not wish to be personally-identifiable.

You should be aware that any information you post to a discussion group will be available for viewing by all other visitors to our site, which includes the general public, unless you have been specifically informed that the group which you are posting to is restricted to certain users.

If you ever wish to have something you have posted removed, please contact info@freeyourmind.or.tz , or use the address below. Posts which violate our [discussion group policy](#) may be removed at FYM's discretion and the user may have his or her sign-in account revoked.

Non-Personal Information We Collect By Automated Means And How We Use It

We also collect certain non-personal information (data in a form that does not support direct association with any specific person or individual) by automated means when you visit the Website. Much of this information is collected through the use of third-party tracking services, such as Google Analytics. When gathered, this data is used in the aggregate, and not in a manner that is intended to identify you personally. In addition to the third-party tracking services mentioned above, we also collect this information through various other means, including "cookies," "web beacons" and IP addresses, as further explained below.

Cookies:

A "cookie " is a small file that a Web site can place on your computer. Cookies are commonly used by Websites to improve the user experience. Many cookies last only through a single Website session, or visit. Others may have an expiration date, or may remain on your computer until you delete them. We may use "session cookies" in order to enhance the user experience and for other web-related purposes. These session cookies are not linked to personally identifiable information. Most browsers will tell you how to stop accepting new cookie, how to be notified when you receive a new cookie, and how to disable existing cookies.

If your Web browser is set to accept cookies, the FYM Web site places cookies when you visit. In order to sign in to the FYM Web site, you must accept cookies from FYM. Cookies are used to present you with a better experience and to remember your preferences, such as Remember Me.

Also, if you are “signed-in” to the Website, clicking the "Logout" link from the top of any page on the Web site other than the home page will remove your contact ID from your cookie, and will prevent others from using your sign-in account. You can remove FYM's cookie at any time by following the directions provided in your Internet browser's "Help " file.

Clear Gifs (Web Beacons/Web Bugs):

We employ a software technology called clear gifs (a.k.a. Web beacons/Web bugs) in many of our e-newsletters and other e-mail communications that help us measure the effectiveness of our efforts. Clear gifs are tiny graphics with a unique identifier, similar in function to cookies, and are used to track which users have opened which e-mail messages. It is possible for us to tie the information provided by clear gifs to your personally-identifiable information, though we do not routinely do so. We are primarily interested in the aggregate effectiveness of our various e-communication efforts.

Link Tracking:

Many links within e-mail communications you receive from us, have a tracking ID at the end. This enables us to measure how often certain links are clicked on to gauge overall interest in the email campaign. From e-mails, or from the Web site when you are signed in, it is possible for us to tie the information provided by tracking IDs to your personally-identifiable information, though we do not routinely do so. We are primarily interested in the aggregate effectiveness of our various online efforts.

IP Addresses

When you visit and interact with the Website, third parties with whom we have contracted to provide services for us may collect Internet Protocol addresses (each an "IP Address"), as well as browser type, Internet service provider (ISP), referring/exit pages, platform type, date/time stamp, and page navigation. An IP Address is a unique identifier number that certain electronic devices used to identify and to communicate with each other on the Internet; your Internet Service Provider automatically assigns an IP Address to the computer that you are using. We gather this information to track Website visitor movement in the aggregate, and to gather broad demographic information for aggregate use. We may use this information to enhance our Website or for other lawful purposes

Response To "Do-Not-Track" Signals:

Every time your computer sends or receives information over the Web, the request begins with some short pieces of information called “headers.” These headers include information like what browser you are using, what language your computer is set to, and other details. The Do Not Track technology provides individual users with the ability to include a simple, machine-readable header indicating that they don't want to be tracked, and sends a signal to Websites' visited requesting that the Website disable either its tracking or cross-site user tracking of an individual user. Currently, various browsers – including Internet Explorer, Google Chrome, Firefox, Opera and Safari – offer a “do not track” option. Presently, there is no consensus on how Do Not Track should be interpreted, and no common or accepted industry standard for implementing. Consequently, we do not respond to Web browser “do not track” signals.

How We Use The Information We Collect:

Except as otherwise stated in this Privacy Policy, FYM does not share any personally identifiable information about you with un-related third parties. You have the option to update, revise, or have deleted any personal information you have shared with FYM, as further specified herein. For specific information about how information is used, please see the section above.

Communications From The Site:**Customer Service:**

When you create a free sign-in account on the Web site, we will send you a confirmation e-mail to verify your user name and password. We will also communicate with you in response to your inquiries, to provide the services you request, confirm the actions you have taken (online transactions, etc.), and to manage your account. We will communicate with you via e-mail, or we may communicate with you via telephone if we cannot reach you via e-mail.

General Announcements And Promotions:

We will occasionally send you information on special events, news, or opportunities. Out of respect for your privacy, we present the option not to receive these types of communications. Please see "Choice and Opt-Out "

E-Newsletters:

If you subscribe to one of our e-newsletters, we will use your name and e-mail address to send it to you. Out of respect for your privacy, we present the option to unsubscribe. Please see "Choice and Opt-Out "

Other E-Mail Notifications:

You may also choose to receive other types of e-mail from FYM, related to particular features on the Website. These include notifications related to new postings in the discussion groups, my FYM alerts whenever new information matching your stated interests is added to the site, copies of letters you send to your elected representatives, etc. You may control what e-mails you receive from within the particular feature they are related to.

Service Or Membership-Related Announcements:

On rare occasions, we will send you service- or membership-related announcements when it is necessary to do so. For instance, if our service is temporarily suspended for maintenance, we might send you an e-mail.

Generally, you may not opt-out of these communications, which are not promotional in nature. If you do not wish to receive them, you have the option to deactivate your account.

Choice And Opt-Out:

We provide several opportunities for you to control the amount of personally-identifiable information you share with us, and the use of that information:

Self-Service:

If you have a sign-in account, you may visit the my FYM area to add to, modify, or remove your personal information and preferences. This includes your contact information, demographic information, interest preferences, newsletter and e-mail subscriptions. The exception to this is that you may not fully delete your sign-in account from the system. If you want your account fully deleted, please contact FYM using the information below.

If you receive notifications related to the FYM discussion groups, you may manage those notifications from within the particular messages or groups, or within your my FYM page.

Each e-mail you receive from us will state the reason you are receiving the message and how to opt-out of future such messages.

Other Means:

Please contact FYM directly if you wish to have your sign-in account removed, be removed from any postal mailing lists, or are unable to access any of the means explained under "Self Service " above. Or, you may also respond to the return address on the information you received, as it may have come from a state or local FYM organization.

info@freeyourmind.or.tz

0622 877929

In order to contact your FYM State Organization or local FYM Affiliate, please look up their contact information [here](#).

What Information We Share And With Whom:

Personally-identifiable information that you provide FYM will only be used internally by FYM and may be shared among the national, state and local offices. This includes your name, address, phone number, e-mail address, information preferences, and demographic information. FYM State Organizations and local FYM Affiliates are expected to adhere to these same privacy practices. However, FYM National is unable to guarantee the privacy of your information at the state or local level. If you have concerns, please contact your [FYM State Organization or local FYM Affiliate](#).

In the course of providing our services, FYM relies on certain trusted business partners to perform certain tasks, such as handling mass mailings, delivering e-communications, processing payments, etc. This involves transferring information about you in paper or electronic form. FYM makes every effort to ensure the trustworthiness and best business practices of these partners. These agents and third parties are prohibited from using your personally-identifiable information for any other purpose.

Except as stated in this Privacy Policy, we do not reveal personally identifiable information about you to third parties for their independent use unless: (1) you expressly authorize FYM to do so, (2) it is necessary to allow FYM and its service providers or agents to provide services on FYM's behalf, (3) it is to provide products or services to you, (4) it is disclosed to entities that perform marketing or data aggregation services for FYM, (5) it is necessary in connection with a sale of all or substantially all of the assets of FYM or the merger of FYM into another entity or any consolidation, share exchange, combination, reorganization, or like transaction in which FYM is not the survivor, (6) FYM is required or

permitted to do so for any or all of the following reasons: (i) to comply with a subpoena, legal process, government request or any other legal obligation, (ii) to prevent, investigate, detect, or prosecute criminal offenses or attacks on the technical integrity of the Website or our network, and/or (iii) to protect the rights, privacy, property, business, or safety of FYM, its partners and employees or the visitors to the Website.

Links To Other Sites:

This Website contains links to other sites that are not owned or controlled by FYM. Please be aware that we, FYM, are not responsible for the privacy practices of other such Websites. We encourage you to be aware when you leave our Website and to read the privacy statements of each and every Website that collects personally-identifiable information.

How We Protect The Information We Collect:

Browsers And Internet Security

Any time you enter or provide personal information on our Web site, we encrypt it using Secure Socket Layer ("SSL ") technology. SSL protects information as it crosses the Internet. To support this technology, you need an SSL-capable browser.

You can tell if you are visiting a secure area within a Web site by looking at the lock or key symbol in your browser address window. If the address of the page begins with "https:// ", it is secure. Occasionally, the page you enter data on may not be secure, but by submitting the information you activate a secure connection and thus your data is submitted securely.

We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. No method of transmission over the Internet, or method of electronic storage, is 100 percent secure, however. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

Children's Privacy/Note To Parents:

The FYM Website does not intentionally or knowingly collect, use, or disclose personally identifiable information about visitors to our Website who are less than 18 years of age. If a child under the age of 18 submits information to us through any part of the Website and FYM becomes aware that the user submitting the information is under the age of 18, the information provided will be deleted as soon as it is discovered and not used for any purpose. If you are the parent or guardian of a child under 18 years of age and believe that they have disclosed personally identifiable information to us, please contact us at and be sure to include in your message the name and email address that you believe your child submitted, if applicable.

What If I Provide Information From Outside Tanzania?:

Our Website is hosted in the Tanzania and is governed by Tanzanian law. Accordingly, by submitting any personal information to us you are transferring your personal information to Tanzania and you consent to such transfer. We do not represent or warrant that the Website, or any part thereof, is appropriate or available for use in any particular geographic location. If you choose to access our Website, you do so on

your own initiative and at your own risk, and are responsible for complying with all local laws, rules, and regulations applicable in your jurisdiction. If you are visiting the Website from outside Tanzania, please be aware that your information will be transferred to, stored and processed in the Tanzania where our servers are located and our central database is operated. The data protection and other laws of Tanzania and other countries might not be as comprehensive as those in your country. By using the Website, you consent to your information being transferred to our facilities and to the facilities of those third parties with whom we share it as described in this Policy.

How To Contact Us:

FYM, Inc. (the Data Controller) is the owner and operator of the Website. If you need to contact us for any reason related to this Privacy Policy or your use of the Website, please contact us at the following address:

Free Your Mind Organization

info@freeyourmind.or.tz

Call – (+255) 0622 877929

Purpose For Information Collection:

As noted in this Privacy Policy, you may visit our Website without being required to provide us with any Personal Information. However, should you decide to provide such information, the information we collect will be used to meet your requests, or to provide you with the applicable information or service requested, and as further described herein.

Legal Grounds For Processing Personal Information:

FYM will process Personal Information that we receive from all users on the ground that it is in our legitimate interest for the effective administration of the Website, or to fulfil and/or address your requests.

Your Personal Information And Your Choices; Withdrawal Of Consent:

GDPR provides all Users with additional rights in respect to the Personal Information we hold about you, including

How To Access Your Information And Your Other Rights

- The right of access

If you ask us, we will confirm whether we are processing your Personal Information and, if necessary, provide you with a copy of that Personal Information (along with certain other details).

- Your right to correction (rectification)

If the Personal Information we hold about you is inaccurate or incomplete, you are entitled to request to have it corrected.

- Your right to erasure

You can ask us to delete or remove your Personal Information in some circumstances, such as where we no longer need it or if you withdraw your consent (where applicable).

- Your right to data portability

You have the right, in certain circumstances, to receive a copy of Personal Information we've obtained from you.

- Your right to withdraw consent

If we rely on your consent (or explicit consent) as our legal basis for processing your Personal Information, you have the right to withdraw that consent at any time.

- Your right to lodge a complaint with the supervisory authority

If you have a concern about any aspect of our privacy practices, including the way we've handled your Personal Information, you can report it to the relevant supervisory authority.

We will respond to any such above requests within a reasonable timeframe.

Some of these rights may be in circumstances in which we are not legally required to comply with your request because of the laws in your jurisdiction or because of exemptions provided in data protection legislation in general, and GDPR in particular, or where the Personal Information may be exempt from disclosure due to the applicable rules of professional conduct, attorney-client privilege, legal professional privilege, other applicable privileges or protections, or professional secrecy obligations.

Please also note we may need to retain certain Personal Information for record keeping purposes, and there may also be residual Personal Information that will remain within our databases and other records, which will not be removed from such locations. Additionally, please note that we are not responsible for removing or deleting information from the databases of third parties (such as service providers) with whom we have shared information about you, but we will make the request on your behalf for such removal/deletion.

Data Retention:

We will retain your information for as long as needed to provide you services, or otherwise as is reasonable and customary given the nature of the relationship you have with FYM. We may need to retain certain information for record keeping purposes, and there may also be residual information that will remain within our databases and other records, which will not be removed from such locations. Otherwise, we will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements. We have a data retention and destruction plan that dictates the policies and procedures related to deletion and/or destruction of all information/data.

Third Party Contractors And Other Data Processors:

We may appoint subcontractor data processors as required to deliver the services, such as, without limitation, IT systems or software providers, IT Support service providers, and document and information storage providers, who will process PII on our behalf and at our direction. We conduct an appropriate level of due diligence and put in place contractual documentation in relation to any subcontractor to ensure that they process PII appropriately and according to our legal and regulatory obligations.

Changes To This GDPR Privacy Notice:

We may make changes to this GDPR Privacy Notice from time to time, to reflect changes in our practices. We may also make changes as required to comply with changes in applicable law or regulatory requirements. Where we materially change this Privacy Notice, we will take steps to notify you (such as by posting a notice on the Website or via email), and where required by applicable law to obtain your consent.

Privacy Questions and Contacting Us:

If you have any questions or concerns about our Privacy Policy or data processing, please contact us at

Contact

info@freeyourmind.or.tz

Us:

Changes to Our Privacy Policy:

We reserve the right to revise this Privacy Policy at any time. Please check back regularly to see if there have been any changes to this policy, which you can determine by reviewing the Effective Date listed below. By continuing to use the Website after those changes become effective, you consent and agree to be bound by the revised Privacy Policy.

Privacy Policy Effective Date:

This Privacy Policy is effective as of November 01, 2021.