



## PRIVACY POLICY

Most Recent Update: April 15 2024

This Privacy Policy explains how Missoula Housing Authority collects, uses, and discloses personal information of its customers, prospective customers, and visitors to its website at [www.missoulahousing.org](http://www.missoulahousing.org).

### COLLECTION OF PERSONAL INFORMATION

Information collected directly from you: We may collect personal information directly from you, for example through a web form, during an online or in-person registration, while signing a lease, or while setting up an account with us. Personal information we collect directly from you may include first and last name, address, email address, and phone number.

Information collected from your device: Our website may use tracking technologies such as cookies, web beacons, pixels, and other similar technologies to automatically collect certain information from your device, including for example your IP address, browser and operating system information, geographic location, referring website address, and other information about how you interact with the website. Our website may also use cookies to personalize your experience. You may disable cookies in your web browser however parts of our website may not function properly. More information about blocking and deleting cookies is available at <http://www.allaboutcookies.org>. Our email campaigns may also use tracking technologies such as web beacons, pixels and other similar technologies to automatically collect certain information such as your IP address, browser type and version, and email engagement statistics.

Information collected from our advertising partners: We may collect personal information about you from Google Analytics. Personal information we collect from Google Analytics may include your demographic information and geographic location.

### USE OF PERSONAL INFORMATION

We use information collected directly from you [email address, physical address, phone number] to provide you with notifications regarding wait lists you have signed up for, updates and reminders about Missoula Housing Authority protocols and policies, time-sensitive information i.e. leaking pipes at your property, and other relevant information. We may also use this information to market our programs or property availability to you by email subject to your consent.

Missoula Housing Authority will not utilize text messaging services to request payments, personal identifying information, or to market programs or policies.

We use information collected automatically from your device to provide our website to you, to optimize our website, and to assist with our advertising and marketing efforts.

### DISCLOSURE OF PERSONAL INFORMATION

We may use third-party service providers to assist us with providing and marketing our products and services to you and we may share your information with such third parties for these limited purposes.



- We use Inuit Mailchimp for our email marketing and text message communications. For more information about how we may use your information with Inuit Mailchimp and the information that may be collected through our email campaigns, see Mailchimp's legal policies available at <https://mailchimp.com/legal/>
- We use Google Analytics to help us understand how visitors interact with our website. Google Analytics uses and processes your information in accordance with its privacy policy available at [https://support.google.com/analytics/topic/2919631?hl=en&ref\\_topic=1008008&sjid=15647164758195729428-NC](https://support.google.com/analytics/topic/2919631?hl=en&ref_topic=1008008&sjid=15647164758195729428-NC)

We may also share your personal information if necessary to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

#### **EMAIL AND TEXT MESSAGE COMMUNICATIONS**

If you wish to unsubscribe from our email campaigns, please click on the Unsubscribe link at the bottom of any marketing email sent from us.

You can cancel any time by texting "STOP". After you send the SMS message "STOP", we will send you a message to confirm that you have been unsubscribed and no more messages will be sent. If you would like to receive messages from Missoula Housing Authority again, just sign up as you did the first time and Missoula Housing Authority will start sending messages to you again.

For more information, see our Mobile Messaging Terms and Conditions.

#### **YOUR PRIVACY RIGHTS**

You may have the right to request access to the personal information we hold about you, to port it to a new service, or to request that your personal information be corrected or deleted. To exercise any of these rights, please contact us at [mhainfo@missoulahousing.org](mailto:mhainfo@missoulahousing.org).

#### **CHANGES TO THE THIS PRIVACY POLICY**

We may update this Privacy Policy at any time. Please review it frequently.

#### **CONTACT INFORMATION**

If you have any questions about this policy or our privacy practices, please contact us at [mhainfo@missoulahousing.org](mailto:mhainfo@missoulahousing.org).