

Privacy Policy

2111 APALACHEE ROAD, MADISON, GA 30650
A 501(C)(3) PUBLIC CHARITY

Effective date: January 2, 2026 · Last updated: August 24, 2026

Our Commitment

No Longer Forgotten exists to serve children in foster, kinship, and adoptive care, and the caregivers who take them in. That work depends on trust — the trust of the families who let us into their lives and the trust of the donors who fund it.

This policy explains what information we collect, why we collect it, who sees it, and what you can ask us to do with it. We have written it in plain language on purpose. If anything here is unclear, write to us at info@nolongerforgotten.org and we will explain it.

We do not sell, rent, trade, or lease your personal information. Not to anyone, not ever.

1. Who This Policy Covers

This policy applies to information we collect through www.nolongerforgotten.org, The Well donor portal, our email communications, our events and fundraisers including the Big Christmas Raffle, and our ministry operations generally.

2. Information You Give Us

Depending on how you interact with us, we may collect:

- **Contact information** — name, mailing address, email address, phone number
- **Donation information** — amount, date, fund designation, whether the gift is recurring, and any note or dedication you include
- **Raffle and event information** — tickets purchased, contact details for winner notification
- **Order information** — shipping address and order contents for books and merchandise

- **Account information** — username and password if you use The Well donor portal
- **Correspondence** — prayer requests, questions, testimonies, and anything else you choose to send us
- **Volunteer and application information** — background details you provide when serving with us

You are never required to give us more than the transaction in front of you requires.

3. Payment Information

We never see or store your full card number. Card payments are processed by Stripe and Square, who are responsible for handling that data under PCI-DSS standards. What comes back to us is a confirmation, the amount, and the last four digits — enough to issue your receipt and answer questions about your gift.

Bank and card details you provide directly to those processors are governed by their privacy policies, not ours.

4. Information Collected Automatically

When you visit our website we may collect standard technical information: browser type, device type, pages visited, and the date and time of your visit. We use Microsoft Azure Application Insights to understand which pages are useful and where visitors get stuck. Microsoft processes this information on our behalf as a service provider and is not permitted to use it for its own purposes.

Your IP address is used momentarily to determine an approximate city and is then discarded. It is not stored in our analytics records.

Cookies are small files stored by your browser. We use them to keep you signed in to The Well, remember your preferences, and measure site traffic. You can block or delete cookies in your browser settings, though some parts of the donor portal will not work without them.

We do not serve advertising and we do not permit third-party advertising trackers on our site.

5. How We Use Your Information

We use what we collect to:

- Process your gift, ticket purchase, or order and send you a receipt

- Issue your annual giving statement each January
 - Show you where your gift went through The Well
 - Notify you if you win a raffle prize
 - Send ministry updates, if you have asked to receive them
 - Answer your questions and respond to prayer requests
 - Meet our legal, tax, and reporting obligations
 - Understand what is working so we can serve families better
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6. The Well Donor Portal

The Well is our donor transparency platform. If you create an account, you can sign in and follow exactly where your gift went — the deposit, the expenditures it funded, and documentation of the work.

Your account is protected by a password you choose. Choose a strong one and do not reuse it from another site. Documents and receipts shown in the portal are delivered through secure, time-limited links rather than public URLs.

You see your own giving history. You do not see other donors' personal information. Where impact records reference gifts from others, they are aggregated and unattributed.

You may give anonymously. Anonymous gifts are recorded in a way that lets us report impact accurately without attaching your identity to the gift.

You may close your account at any time by writing to us, subject to the records we are required to keep under Section 11.

7. Raffle Participants — What the Law Requires Us to Record

Georgia law imposes recordkeeping obligations on licensed charitable raffles that go beyond our ordinary practice, and you should know about them before you buy a ticket.

Under O.C.G.A. § 16-12-22.1, we are required to record the name and address of every winner of a prize valued at \$50.00 or more and to retain raffle records for at least three years. Those records are subject to inspection by the Morgan County Sheriff's Office and prosecuting attorneys. We cannot decline such an inspection, and we cannot omit a winner from the record at their request.

Separately, if a prize ever meets IRS reporting thresholds, we would be required to collect the winner's taxpayer identification number. Based on our current ticket pricing and prize values, we do not expect that to apply.

We never publish a winner's address, contact information, or any detail identifying where a firearm prize is kept. Publicity is limited to name and city, and only with the winner's consent.

8. Children We Serve — We Do Not Publish Their Information

No Longer Forgotten does not publish photographs, video, audio, names, or personal information of any child we serve, on any platform, at any time.

This is a flat rule, not a consent-based one. We do not ask guardians for permission to post a child, because we do not post children. There is no form to sign and no exception to request.

What "any platform" means. Our website. The Well. Social media of every kind, including private groups, stories, and reels. Email and newsletters. Printed materials, flyers, banners, and annual reports. Slide decks and livestreams. Press interviews, podcasts, and video. Fundraising appeals of any kind.

What "personal information" means. A child's name, initials, age, birthdate, likeness or recognizable image, voice, school, church, placement address or location, case details, court status, medical or behavioral information, birth family details, and the circumstances that brought them into care. It also includes the fact that a particular child is in foster care at all — identifying a child as a child in care is itself a disclosure.

This rule outlives the placement. It continues after a child returns home, is adopted, ages out, or leaves our programs. Confidentiality does not expire when a case closes, and a child who is safe today may not be safe if their history follows them online for the next twenty years.

Everyone is bound by it. Directors, officers, staff, volunteers, event photographers, and ministry partners follow this rule in their organizational capacity and on their personal accounts. Nobody photographs children at our events. Where we document an event, we frame and edit so that no child in our care is identifiable.

Why we hold this line. Federal and Georgia child welfare confidentiality requirements, the licensing agreements our partner families operate under, and standing court orders all restrict disclosure about children in care. A single posted image can reveal where a child lives or attends school, which matters enormously when a no-contact order exists. Beyond the legal exposure, these children have already had adults make decisions about their lives without their consent, and their story is theirs to tell when they are grown and ready — not ours to tell for them while they are still children.

What we share instead. Aggregate numbers and outcomes. De-identified or composite accounts that describe the work without describing a person. Photographs of our volunteers, our board, donated goods, facilities, and events framed to exclude children. Commissioned artwork and illustration. And the words of adults speaking for themselves about their own lives — including the founder's account of his own childhood, which is his story to tell.

If something slips through, tell us. Write to info@nolongerforgotten.org with "Child Privacy" in the subject line. We will take it down immediately, without argument or delay, and then find out how it happened.

Nothing in this section limits our reporting duties. Where we receive information indicating a child has been abused or neglected, we report it to the appropriate authorities. Confidentiality protects children; it is never a reason to stay silent about harm.

9. Children's Privacy Online

Our website and donor portal are directed to adults. We do not knowingly collect personal information online from children under 13. If you believe a child under 13 has given us information through our site, write to info@nolongerforgotten.org and we will delete it promptly.

10. When We Share Information

We share personal information only in these situations:

Service providers. Companies that make our operations work — payment processors, our email delivery service, our cloud hosting and analytics providers, shipping carriers, and the licensed firearms dealer handling raffle prize transfers. They receive only what they need to perform their function and are not permitted to use it for anything else.

Legal and regulatory obligations. Where we are required to disclose information by law, court order, or lawful request — including the Sheriff's inspection rights described in Section 7, IRS reporting, and our annual Form 990. Note that the Form 990 our organization files is a public document, though the schedule listing individual contributors is not disclosed publicly by the IRS.

Mandatory reporting. If we receive information indicating that a child has been abused or neglected, we will report it to the appropriate authorities. Georgia law requires this and we would do it regardless. **No promise of confidentiality in this policy overrides that obligation.**

Protection of people. Where disclosure is necessary to prevent serious harm to any person.

Our board and auditors. Directors, our accountant, and any auditor may review financial records in the course of their duties.

We do not share your information with other charities, mailing list brokers, data aggregators, or advertisers.

11. How Long We Keep Information

RECORD TYPE	RETENTION
Contribution and receipt records	Retained permanently
Raffle records	Retained permanently (Georgia law requires a 3-year minimum)
Donor contact information	Until you ask us to remove it
Email subscription records	Retained permanently
Website analytics	Up to 24 months, then deleted automatically

We keep contribution, raffle, and subscription records as part of the permanent corporate and financial history of the ministry. Contribution records document the stewardship of every gift entrusted to us, and raffle records must remain available for inspection long after an event closes. Website analytics are operational data rather than ministry records, and we do not keep them beyond the period shown above.

Where you ask us to delete information we are otherwise obliged to keep, we will remove you from all active use — no mail, no email, no solicitation, no inclusion in any campaign — and retain the underlying record only for accounting, legal, and historical purposes, segregated from ordinary operations. Records of an unsubscribe request are themselves kept permanently, because that is how we make sure we never contact you again by mistake.

12. How We Protect Information

We use encryption in transit, access controls limiting staff and volunteer access to what each role requires, secrets management for credentials, time-limited links for documents rather than public URLs, and monitoring for unusual activity. Physical records are kept secured.

No system is perfectly secure, and we will not claim otherwise. If a breach ever affects your personal information, we will notify you and the appropriate authorities as required by law.

13. Your Choices and Rights

You may at any time:

- **Ask what we hold about you.** We will tell you.

- **Correct anything wrong.**
- **Ask us to delete information**, subject to Section 11.
- **Unsubscribe from email** using the link in any message, or by writing to us. Transactional messages — receipts, giving statements, raffle notifications — are not marketing and will continue.
- **Ask us to stop mailing you.**
- **Give anonymously.**
- **Ask us not to use your name publicly** in donor recognition.

Write to info@nolongerforgotten.org or to our mailing address. We respond within 3 days. We will never charge you for exercising these rights, and we will never treat you differently for it.

If you are contacting us from outside the United States, tell us — some jurisdictions grant additional rights and we will honor them where they apply.

14. Links to Other Sites

Our site and materials link to other organizations, including Amazon for the memoir and our payment processors. Once you leave our site, their privacy policies govern, not ours.

15. Changes to This Policy

We may update this policy. The effective date at the top will always show the current version. If a change materially affects how we handle your information, we will notify subscribers by email rather than relying on you to notice.

16. Contact Us

No Longer Forgotten, Inc.

2111 Apalachee Road, Madison, GA 30650

info@nolongerforgotten.org

www.nolongerforgotten.org

For anything concerning a child's information or a consent withdrawal, put "**Child Privacy**" in the subject line and it will be routed immediately.

Everyone left. Jesus stayed.

A Christ-centered ministry for vulnerable children and their caregivers.