



Online Privacy Policy

St. Louis Health Equipment Lending Program (“STLHELP,” “we,” “our,” or “us”) respects your privacy and is committed to protecting the personal information you share with us through www.stlhelp.org. This Privacy Policy explains what information we collect, how we use it, and how we safeguard it.

1. Information We Collect

We may collect personal information when you:

- Donate medical equipment
- Request equipment
- Volunteer with STLHELP
- Contact us through our website
- Sign up for newsletters or updates
- Make a financial donation

The information collected may include:

- Name
- Email address
- Phone number
- Mailing address
- Organization affiliation
- Donation information
- Volunteer information
- Information you provide through forms

We only collect information that is reasonably necessary to operate our programs and communicate with you.

2. How We Use Your Information

STLHELP may use your information to:

- Respond to inquiries and requests
- Coordinate equipment donations or loans
- Manage volunteer participation
- Send program updates or newsletters
- Process donations
- Improve our website and services
- Comply with legal obligations

We do not sell, rent, or trade personal information to third parties.

3. Third-Party Services

Our website may use trusted third-party services to help operate our programs, including:

- Donation processing platforms
- Email communication platforms
- Online form tools

9709 Dielman Rock Island Industrial Drive

St. Louis, MO 63132

www.stlhelp.org

314.897.4357



- Website hosting providers

These providers only receive the information necessary to perform their services and are required to maintain appropriate safeguards.

4. Cookies and Website Analytics

Our website may use cookies or analytics tools to help us understand how visitors use the site. This information may include:

- Browser type
- Pages visited
- Time spent on pages
- General geographic region

This data is used only to improve website functionality and user experience and does not personally identify visitors.

You may disable cookies through your browser settings.

5. Data Security

STLHELP takes reasonable administrative and technical measures to protect personal information from unauthorized access, disclosure, or misuse.

However, no internet transmission can be guaranteed to be completely secure.

6. Links to Other Websites

Our website may contain links to other organizations, partners, or resources. STLHELP is not responsible for the privacy practices of those external websites.

We encourage users to review the privacy policies of any site they visit.

7. Children's Privacy

Our website and services are not directed toward children under the age of 13. We do not knowingly collect personal information from children.

8. Your Choices

You may:

- Opt out of receiving emails by using the unsubscribe link in newsletters
- Contact us to update or correct your information
- Request removal from our communications lists

9. Updates to This Policy

STLHELP may update this Privacy Policy periodically. Changes will be posted on this page with an updated effective date.

10. Contact Information

If you have questions about this Privacy Policy or how your information is used, please contact:

St. Louis Health Equipment Lending Program (STLHELP)

Website: <https://www.stlhelp.org>

Email: director@stlhelp.org

Approved by Board of Directors, January 15, 2026

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