



WEBSITE ADMINISTRATION AND SECURITY PROCEDURES

Many nonprofits assume that they are too small to be of interest to hackers, or that information they provide on or through their website or information they collect from clients would be of little interest to anyone else. These assumptions have resulted in an increasing trend of nonprofits falling victim to cyberattacks. The average cost of these incidents in the United States, resulting from damage or theft of IT assets and disruption to normal operations, is high and is not generally covered by standard cybersecurity insurance riders. These threats have increased with the transition to remote work environments due to the COVID-19 pandemic.

Coupled with increased security concerns, the **California Code**, Chapter 22, Internet Privacy Requirements makes it clear that collection of personally identifiable information through websites must have enhanced protection. To that end, Assistance League has updated its **Website Privacy Policy** (dated December 2020) to address privacy concerns identified in the Code.

Below is a set of standards and procedures which will be used by Assistance League to govern website security. Chapters, especially those using the national multisite, are asked to also adhere to these standards. Effective and/or target dates of upgraded procedures are noted below.

Website Privacy Policy

- Update the chapter's **Website Privacy Policy** using the updated national policy, dated December 2020. See Appendix B for the recommended Privacy Policy wording. This will require review and a vote by the chapter board. Effective June 1, 2021.
- Post your chapter's **Website Privacy Policy** as a link from your website footer. Effective upon approval of the updated policy.
- A consent statement will automatically be added to all Gravity Forms on the national multisite which reads: "I agree to Assistance League using my personal information to process the request for the stated purpose." Effective March 1, 2021.
- A Captcha will be automatically added to all Gravity Forms and **OSB Event Manager** public forms on the national multisite to ensure the submitter is human and not a computer spam robot. Effective immediately.

Personal Information Collection

NEVER collect the following personal information on your chapter's website or via email.

- Driver's license or passport number
- Social security number
- Financial account numbers or credit card numbers (except through 3rd party payment processor forms with encryption)
- Student education records
- Medical information
- Passwords
- Note: Effective June 1, 2021, the national multisite will not allow a File Upload field to be added to Gravity Forms to prevent the upload of malicious content or sensitive personal information. The chapter is encouraged to remove this field from current forms immediately.

User Accounts

Protect user accounts on the multisite.

- Do NOT share your website passwords with others.
- Do NOT log into the multisite on public computers if you have a user role above Subscriber.
- Ensure Chapter Hub records are kept up to date. Users are automatically deleted from the multisite when marked as resigned or deceased in Chapter Hub.
- Users with roles other than Subscriber should NOT use the Remember Me checkbox, which places a cookie on the computer allowing access for 2 weeks. Instead, we recommend using a password manager to store your password.
- The following protections have been put in place to secure accounts on the national multisite.
 - Strong passwords will be required. Effective March 1, 2021 this feature will be rolled out with the chapters. APPENDIX C contains the rollout date for each chapter. Please consider encouraging members to change to a strong password as quickly as possible.
 - Users with roles other than Subscriber or School Contact will be automatically logged out after 24 hours of no activity. Effective March 1, 2021.
 - Users will be locked out for 10 minutes after repeated unsuccessful Login or Forget Password attempts. Effective immediately.

Access to Personal Information

Limit access to personal information to those who need to know.

- Review user access annually and change website user roles, as necessary. As positions change in the chapter, make it a policy to review user access on the website and adjust user privileges as needed. (See Appendix A for information on the different WordPress user roles and capabilities on the national multisite.)
 - Limit the number of Administrators for your chapter site.
 - Assign Editor or Author roles for those who only add content or manage Gravity Forms.
 - Assign Sign-up Sheet Manager role to those who need to manage volunteer sign-ups.
 - Assign OSB Manager role to those who need to manage Operation School Bell® school sign-ups and generate reports or PDF merge forms.
- Limit form email notifications to only those with a need to know.

Data Collection and Storage

Delete data once it is no longer needed. Data should not be kept longer than one year.

- Form Entries
 - On the national multisite, utilize the Gravity Forms Personal Data settings to schedule automatic deletion (not trash) after a configured number of days. The default is set to delete after 365 days. We recommend changing it to fewer days whenever possible. Effective June 1, 2021. Chapters need to be aware that once that date is triggered, any information older than 365 days will be deleted. Please make sure any information that needs to be retained is downloaded prior to June 1, 2021.
 - Request timely deletion of email notifications (and clearing of email Trash folders) once the emails are no longer needed.
- Entries from Volunteer Sign-up Sheets – Effective June 1, 2021
 - We recommend checking “Automatically Clear Expired Signups” which automatically deletes all sign-ups once the event date has passed.

- If “Automatically Clear Expired Signups” is unchecked, you will need to manually delete all sign-up data once it is no longer needed. Old sign-ups can be deleted one-by-one manually under View Signups for each sign-up sheet. Alternatively, you can force deletion of ALL expired sign-ups at any time (e.g., at fiscal year-end) under Sign-up Sheets | CRON Functions.
- Student Assignments and OSB Signups from **OSB Event Manager** – Effective June 1, 2021.
 - At completion of your program(s), use OSB | Admin Tools to “Delete Student Assignments” and “Delete OSB Signups”.
- Note: All plugins provide the capability to export data from the website and store offline if data retention is necessary.

Website Content

Restrict visibility of website content to those needed. These practices should be ongoing.

- Chapter administrative information, such as directories, policies, governing documents, schedules, etc. should be restricted to chapter members:
 - Put all information not to be viewed by the public, including the membership directory, under a Members section that is only visible to logged in chapter users.
 - On the national multisite,
 - Configure member pages as “Private.” This will require chapter members to be logged in to view the pages.
 - Mark all member pages as Search Exclude, including volunteer sign-up sheet pages and calendars.
- Note: **OSB Event Manager** pages are restricted to users logged in as School Contacts, OSB Managers or Administrator.

Other Best Practices

- Update your chapter website information regularly.
 - Board of Directors and Advisory Council at the start of each fiscal year.
 - About Us financial information (annual financials, 990 and annual report) once they are available.
 - Star bar statistics once financials are completed.
- Ensure your **Photo Consent is up to date.**
- In the media library, add a description to all images for ADA compliance.

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APPENDIX A

Multisite User Roles and Capabilities

Administrator: Access to all Dashboard sections including Settings, Theme Options, and all content and plugin sections.

Forms Editor (NEW): Editor role access PLUS Gravity Forms.

Editor: Access to all Posts, Pages, Media, Out-Of-the-Box (OOTB) / Use-Your-Drive (UYD) / Share-One-Drive (SOD), as well as Sign-up Sheets and Calendar sections.

Author: Access to Posts that they have created (or been reassigned to the Author) and Media.

OSB Manager (NEW): Full access to Sign-up Sheets and Calendar sections of the Admin Dashboard, as well as the OSB section of the Admin Dashboard and **OSB Event Manager** pages.

Sign-up Sheet Manager: Access to volunteer sign-up sheets in the Sign-up Sheets and Calendar sections of the Admin Dashboard and can clear all volunteer sign-ups.

Subscriber: Allowed to view the Members menu and Private pages; this is the default setting for all new users.

School Contact: The **OSB Event Manager** assigns one School Contact per school. A School Contact can be assigned to multiple schools. School Contacts can only view Operation School Bell events for their assigned school(s), plus enter student information and print listings and PDF merge forms for those events.

Note: Chapter Administrators can change the access for some sections of the Dashboard.

- Slider Revolution access can be changed for Editor and Author roles by changing the “View Plugin Permission” setting under Dashboard | Slider Revolution | Global Settings.
- Additional roles can be granted access to the OOTB, UYD and SOD sections by changing the settings under Dashboard | OOTB / UYD / SOD | Settings | Permissions.

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APPENDIX B

Website Privacy Policy Recommended Language

Website Privacy Policy

This website is operated by Assistance League of (chapter name).

Assistance League of (chapter name) places a high priority on protecting your privacy. This policy was created to demonstrate commitment to the privacy of our members and website users. It is recognized that visitors to this website are concerned about the information provided and how that information is treated. Assistance League does not provide, sell, rent, or otherwise make available personal identification information to any person or organization.

This website may contain links to other sites not affiliated with Assistance League of (chapter name).

Every effort is made to link to websites that share the same standards regarding your privacy. Assistance League is not responsible for the privacy practices of other sites. Users are encouraged to read the privacy statements of each website the user visits. The information contained in this privacy policy is only for this website.

This website contains trademarks, service marks, graphics and text that are the property of Assistance League of (chapter name).

These properties may not be copied, reproduced, republished, uploaded, posted, transmitted, or distributed without the prior written consent of Assistance League. Except as expressly provided above, nothing contained herein shall be construed as conferring any license or right under any copyright or other intellectual property right.

This website takes every precaution to protect the user's information.

When the user submits sensitive information via this website, the information is protected both online and offline. The information provided will be shared only with authorized individuals who need access to this information. Personal information collected by Assistance League is retained online only as long as needed but for no more than one year.

This website may collect personally identifiable information.

Individuals who sign up to receive Assistance League e-communications voluntarily provide us with contact information (such as name and email address) which will only be used for the stated purpose(s). You may opt out at any time if you do not wish to receive our messages.

Individuals who complete online forms voluntarily provide us with information which will only be used to provide the stated personalized service(s); to send emails; to answer requests; to process donations; and/or to process applications. All financial payment information is collected and processed via a secure third-party payment processor.

Individuals who sign up for volunteer shifts, events, or tasks voluntarily provide us with contact information which will only be used to send confirmation and reminder messages.

The names and photographs of individuals and businesses appearing on the website have been used with their express and/or implied knowledge. Links to certain persons or businesses will be placed on this website only after permission has been granted by the individual or business.

IP addresses.

Assistance League uses your IP address to help diagnose problems with our server, to administer www.assistanceleague.org, and for statistical metrics used to track website visitor traffic.

Cookies.

Assistance League uses cookies to track your use of our website to see which of our features are the most popular so we can better serve our users' needs. It also lets us provide aggregate data

about our traffic to outside parties without identifying you personally. The cookie is placed on your computer and is read when you come back to our website. You can reject cookies or cancel them by instructing your web browser accordingly.

Do Not Track.

This site currently does not respond to "Do Not Track" (DNT) signals and operates as described in this policy regardless if a DNT signal is received, as there is no consistent industry standard for compliance.

Privacy Policy Updates.

We reserve the right at any time to modify, alter, or update this policy. Your use of this website following any change(s) implies that you agree to follow and be bound by the privacy policy as changed. Please review this policy periodically, and especially before you provide any personal information to us. This policy was last updated on the date indicated above.

If you need assistance or have questions, please contact Assistance League of (chapter name):

Assistance League of (chapter name)

(Address 1)

(City/ST/Zip)

Tel.

Email:

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APPENDIX C
Strong Password Requirement – Chapter Effective Date

April 1, 2021

Assistance League of Carlsbad
Assistance League of Coppell
Assistance League of Mobile
Assistance League of Northern Virginia
Assistance League Oklahoma City
Assistance League of San Bernardino
Assistance League of Santa Monica
Assistance League of Southwest
Washington

April 15, 2021

Assistance League of Amador Valley
Assistance League of Birmingham
Assistance League Coachella Valley
Assistance League of Hemacinto
Assistance League of Nashville
Assistance League of Stockton

May 1, 2021

Assistance League of Pasadena
Assistance League of San Fernando Valley
Assistance League of the Chesapeake
Assistance League of Visalia

May 15, 2021

Assistance League of Hawaii
Assistance League of San Mateo County
Assistance League of Sierra Foothills
Assistance League of Whittier

June 1, 2021

Assistance League of Sonoma County
Assistance League of Southern Utah
Assistance League of Yuma

June 15, 2021

Assistance League of Colorado Springs
Assistance League of Houston
Assistance League of San Luis Obispo
County

July 1, 2021

Assistance League of Bend
Assistance League of East Valley
Assistance League of Inland North County

July 15, 2021

Assistance League of Bellingham
Assistance League of Chaves County
Assistance League of Wichita

August 1, 2021

Assistance League of El Paso
Assistance League of Greater Wilmington
Assistance League of Rancho San Dieguito

August 15, 2021

Assistance League of Conejo Valley
Assistance League of Georgetown Area
Assistance League of Saddleback Valley

September 1, 2021

Assistance League of Charlotte
Assistance League of San Jose

September 15, 2021

Assistance League of Corvallis
Assistance League of Victor Valley

October 1, 2021

Assistance League of Minneapolis/St. Paul
Assistance League of Seattle

October 8, 2021

Assistance League of Covina Valley
Assistance League of the Foothill Communities

October 15, 2021

Assistance League of Bakersfield
Assistance League of Irvine

October 22, 2021

Assistance League of Greater Placer
Assistance League of Temecula Valley

November 1, 2021

Assistance League of Eugene
Assistance League of Newport-Mesa

November 8, 2021

Assistance League of Greater San Diego
Assistance League of Montgomery County

November 15, 2021

Assistance League of Atlanta
Assistance League of Santa Ana

November 22, 2021

Assistance League of Arcadia
Assistance League of Riverside

December 1, 2021

Assistance League of Fullerton
Assistance League of Southeastern Michigan

December 8, 2021

Assistance League of Sacramento
Assistance League of Salem-Keizer

December 15, 2021

Assistance League of Fresno
Assistance League of the Bay Area

December 22, 2021

Assistance League of Denver
Assistance League of San Pedro-South Bay

January 1, 2022

Assistance League of Huntington Beach
Assistance League of Norman

January 8, 2022

Assistance League of Capistrano Valley
Assistance League of Mid-Missouri

January 15, 2022

Assistance League of Everett
Assistance League of Kansas City

January 22, 2022

Assistance League of Orange
Assistance League of Everett

February 1, 2022

Assistance League of Austin
Assistance League of Boise

February 8, 2022

Assistance League of Las Vegas
Assistance League of San Antonio

February 15, 2022

Assistance League of Diablo Valley

February 22, 2022

Assistance League of Long Beach