

Privacy Policy

Last updated: 9/16/2026

1. Who We Are

Sight Savers America ("SSA," "we," "us," "our") is a 501(c)(3) nonprofit that provides health and vision screenings, case management of follow-up eye care, and low vision and blindness services and assistive technology.

Our Screening and Eye Care Programs operate in Alabama, Georgia, Mississippi, South Carolina, Tennessee, and Texas. Our Low Vision and Blindness Program operates in Alabama, Arizona, Arkansas, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, New York, North Carolina, Ohio, South Carolina, Tennessee, and Texas.

This policy explains how we collect, use, and protect personal information through our website and our programs. Contact us at 337 Business Circle, Pelham, AL 35124; 1-800-942-2627; or info@sightsaversamerica.org.

2. Information We Collect

Information you provide

- A) Names, contact details (including phone number, address and email), and information about the child receiving services and their parent or guardian, submitted through screening forms, intake, referrals, or direct communication with us.
- B) When you donate, our third-party payment processor handles your payment, and we receive your name, mailing address, and donation details so we can acknowledge your gift and send a tax-deductible donation letter. We do not receive or store your full payment card information.

Health information

Health information needed to coordinate follow-up eye care services, including screening results, diagnoses, prescriptions, and records of treatment or surgery.

Information from schools and partner organizations

Data from schools, school systems, and partner organizations that screen children and refer them to us for care.

Information from providers

Information from the eye care and low vision providers who deliver services to the individuals we serve.

Website information

Standard technical data such as IP address, browser type, and pages visited, are collected automatically when you use our site. We do not use cookies on our site. However, embedded content such as videos and our donation feature are provided by third parties who may set up their own cookies or collect data under their own privacy policies.

3. How We Use Information

To provide care and services

We use the information we collect to:

- Coordinate and provide eye care and low vision services, including screenings, referrals, follow-up eye care, and assistive technology, for the children and adults we serve.
- Communicate with families and guardians about services, including by text message where consent has been given (see Section 6).
- Coordinate with the schools, partner organizations, and eye care providers involved in a child's care.

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To operate our organization

We also use information to:

- Acknowledge donations, send tax-deductible donation letters, and, where appropriate, keep donors informed about our work.
- Operate, maintain, and improve our programs and website.
- Meet legal, funding, and reporting obligations, using de-identified or aggregate data where possible. Some funders and programs require identifiable information, which we provide only as necessary.

4. How We Share Information

We share personal information only as needed to provide services, operate our programs, and meet our obligations. This includes sharing with:

- Eye care and low vision providers who are involved in an individual's care.
- Schools and partner organizations that refer children to us, to coordinate care and follow-up.
- Service providers that help us run our operations, such as our messaging, IT, CRM, and payment processing vendors. These vendors are bound by contract to protect the information and use it only for the services they provide to us.
- Funders and government programs that support our services, to meet reporting and accountability requirements. We provide de-identified or aggregate data where possible, and identifiable information only where required.
- Others as required by law, such as in response to a valid legal request.

We never sell personal information.

5. Health Information

We treat information about the health and eye care of the children and adults we serve as confidential, and we limit its use and disclosure to what is necessary to provide and coordinate care, to operate our programs, and as permitted or required by law. We restrict access to this information to staff and partners who need it to provide or coordinate care, and we maintain administrative, technical, and physical safeguards to protect it.

6. Text Messaging (SMS)

When you consent to receive text messages from Sight Savers America, we collect your mobile phone number and your opt-in record (the date, method, and consent language). We use this information only to send messages related to the care of the child or adult we serve, including updates, care coordination, and reminders.

We do not sell, rent, or share your mobile number or SMS opt-in data with third parties for their marketing purposes. Mobile information may be shared only with service providers that help us operate the messaging program, and only as needed to deliver the service. Those providers will not reach out to you, nor will they use your information except to deliver messages we send. They will never sell your information. The providers only retain the communication records and operational data necessary to provide, secure, and audit the service. Message content, recordings, and other stored communications are deleted through retention and deletion controls, and deleted data is subsequently removed from backup systems.

You can opt out at any time by replying STOP. Reply HELP for assistance. Message and data rates may apply. Message frequency varies based on care needs.

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7. Children's Information

Our services are provided to children through their parents or guardians. We collect children's information from guardians and referring partners to deliver care, not from children directly through our website. We do not knowingly collect personal information directly from children online. Health information about the children we serve is also protected as described in Section 5.

8. Your Privacy Rights

Depending on your state of residence, you may have the right to access, correct, or delete your personal information, or to opt out of certain uses of it. To make a request, contact us at 1-800-942-2627 or info@sightsaversamerica.org. We will respond as required by applicable law.

9. Data Security

We use reasonable administrative, technical, and physical safeguards similar to those required by HIPAA, although we are not a HIPAA covered entity or end with although SSA is not subject to the HIPAA Security Rule.

10. Data Retention

We retain personal information for as long as necessary to provide services, conduct follow-up activities, comply with legal and funding requirements, and maintain program records. We may, in the future, de-identify or remove direct personal identifiers from older records and retain only limited non-identifiable information for reporting, research, historical, and program evaluation purposes. When personal information is no longer needed, we will securely delete, destroy, or de-identify it in accordance with applicable law and our records retention practices.

11. Changes to This Policy

We may update this policy from time to time. Changes take effect when posted to this page, and we will update the "Last updated" date above.

12. Contact Us

Sight Savers America
337 Business Circle
Pelham, AL 35124
1-800-942-2627
info@sightsaversamerica.org

For privacy-related questions or to exercise your rights, contact us at the address above or at info@sightsaversamerica.org.