

Privacy Policy

Updated: December 4, 2024

Effective: December 4, 2024

This Privacy Policy (the “**Privacy Policy**”) sets forth the information practices of the Wolf Trap Foundation for the Performing Arts (the “**Foundation**,” “**we**,” “**us**,” or “**our**”) with regard to patrons of the Foundation and users of the websites owned or operated by the Foundation, including <https://www.wolftrap.org> (the “**Sites**”). This Privacy Policy does not pertain to information that is collected offline. We encourage you to periodically review this Privacy Policy to keep up to date on how we are handling your personal information.

Please read this Privacy Policy carefully. By registering for or using the Sites, you signify that you have read, understand, and agree to this Privacy Policy, the [Donor Privacy Statement](#), and the [Terms of Use](#), including its arbitration provision, which may require you to arbitrate any claims you may have against the Foundation on an individual basis.

INFORMATION COLLECTION AND USE

We collect two kinds of information from you: personal information that you choose to supply us and other non-personal information. For purposes of this Privacy Policy, Personal information is information relating to an identified or identifiable individual (e.g., name, email address, mailing address, phone number, credit card number). Personal information does not include publicly available information or information that has been changed so that it can no longer be linked to you, or technical information that cannot be used to identify an individual personally. Please note that over time, non-personal information may become personal information due to regulatory developments, technological advancements, or the co-mingling of personal and non-personal information. Specifically, we collect the following information in the following ways:

1. **Mailing Lists.** You may subscribe to our email mailing list, blog, or postal mailing list. To do so, we require that you provide your email address or your email address and a password (in the case of the blog or the email mailing list), or your name and mailing address (in the case of the postal mailing list). You may request to be removed from our email, blog, or postal mail mailing lists.
2. **Email.** If you submit feedback, questions or requests for information about our products and services, we may request your name, mailing address, telephone number and email address in order to respond to your inquiries.
3. **Surveys.** We may request information from you via surveys. Participation in these surveys is completely voluntary; you have a choice whether or not to disclose any information to us. Information requested may include personal contact information such as your name, shipping address, phone number or email address.
4. **Sweepstakes, Contests and Promotions.** We may request information from you when you choose to participate in contests, sweepstakes or other promotions. Participation in these sweepstakes or contests is completely voluntary; you have a choice whether or not to disclose any information.

Information requested may include personal contact information such as your name, shipping address and email address.

5. ***My Wolf Trap.*** In order to register for a *My Wolf Trap* account, we require that you provide your name, email address, mailing address, a user ID, and a password.

6. ***Ticket Purchases, Gift Certificate Purchases, and Registration for Classes and Events Through the Foundation.*** You may purchase tickets and gift certificates from the Wolf Trap Box Office. You may also register for and pay for classes and special events (such as dinners or member trips) through *My Wolf Trap*. We may collect your name; email address; mailing address; telephone number; credit card or debit card number, expiration date, and card code; and other information (e.g., emergency contact information for children who are registered for classes, or dietary restrictions for special event dinners). We retain credit card and debit card information only as long as is necessary to process payment. If you make a pledge to the Foundation on a payment plan or sign up for a recurring donation, we will retain your credit card or debit card information as needed to process these payments. We are compliant with the Payment Card Industry Data Security Standard, an industry standard for the protection of payment cardholder data.

7. ***Ticket, Gift Certificate, and CD Purchases Through Third-Party Vendors.*** The Foundation offers services for purchasing tickets, gift certificates, and CDs online from third party vendors. The Foundation also offers ticket sales by phone through a third-party vendor. The Foundation does not process these orders or ship tickets, gift certificates, or CDs. When a visitor to our Sites purchases tickets, gift certificates, or CDs online, the visitor is taken to a website operated by the third-party vendor. The Foundation does not dictate or supervise the information collection and use policies of any third-party vendors. Review these third-party vendors' privacy policies for more information on how your information may be collected and used. The Foundation may, however, access the data collected by third-party vendors in order to contact you regarding our products or services.

8. ***Online Reservations for Ovations.*** You may make reservations for Ovations, Wolf Trap's onsite restaurant, online through a third-party vendor. The Foundation may receive information that the third-party vendor collects in connection with your use of its services. Again, the Foundation does not supervise the information collection and use policies of any third-party vendor; review these vendors' privacy policies for more information on how your information may be collected and used.

9. ***Applications for the Wolf Trap Opera and for Other Programs, Events, Internships and Volunteers.*** If you apply to a program, event, internship, or to be a volunteer at the Foundation (e.g., the Filene Young Artist, Studio Artist, or Fellowship programs) – either online, by email, or through a PDF application – we may require that you provide information including, but not limited to, your name, email address, mailing address, telephone number, birth date, resume, and eligibility for employment.

10. ***Donations and Annual Memberships.*** You may make donations to the Foundation or become a member of the Foundation through *My Wolf Trap* and other portions of the Sites. If you make a donation to the Foundation or become a member, we may collect certain information about you, such as your name; email address; mailing address; telephone number; credit card or debit card number, expiration date, and card code); and information on matching gifts. We retain credit card and debit card information only as long as is necessary to process payment. If you make a pledge to the Foundation on a payment plan or sign up for a recurring donation, we will retain your credit card or debit card

information as needed to process these payments. We are compliant with the Payment Card Industry Data Security Standard, an industry standard for the protection of payment cardholder data. In addition, [see here](#) for the Foundation's donor-specific privacy statement on collection and use of personal information.

11. **Disability Information.** The Foundation is committed to making its Sites accessible for all users, including people with disabilities. If you have a disability and visit our Sites, we may collect information about your disability in order to ensure the Sites are accessible to you. We also process disability accommodation requests for events.

12. **Internet Protocol (IP) address.** Your IP address is a number that lets computers attached to the Internet know where to send you data—such as the web pages you view.

13. **General Geolocation Data.** We may also collect your general location if you choose to allow us to track your location through the Sites, or if your personal or non-personal information indicates a certain geographic location. This information may help us provide recommendations to you based on your location, serve you with advertisements, or direct you to event that we believe may be of interest to you and that is marketed to people near your location.

14. **Job Applicant Information.** When you apply for a job with us, we may collect identifiers, professional or employment-related information, and education information from you via our website forms and otherwise, including:

- Information you provide in connection with your application;
- Information about you that is publicly available;
- Health information, including disability information;
- Information that you authorize us to collect via third parties, including former employers or references;
- Any other information provided in connection with your application.

We only use your personal Information to assess your skills in relation to the applicable job requirements. We may also use your personal information to contact you during the hiring process. In certain circumstances, you may submit your application for employment through a third-party service that displays our job posting. We do not control the privacy practices of these third-party services. Please review their privacy policies carefully prior to submitting your application materials.

COOKIES AND WEB BEACONS

We may use certain kinds of technology such as cookies, pixels, and web beacons to collect information. Among other things, the use of cookies and web beacons enables us to improve our Sites by seeing which areas, features and events are most popular, to count the number of computers and other devices accessing our Sites, to personalize and improve your experience, to record your preferences, to deliver and measure marketing, advertising, and other content to you, and to allow you to visit our Sites without re-entering your user name or password.

A cookie is a small amount of data which is sent to your browser from a web site's computer and stored on your computer's hard drive. Most browsers are initially set up to accept cookies. If you want to know

when this happens, or to prevent it from happening, you can set your browser to warn you when a website attempts to place a “cookie” on your computer.

Browser	Cookie Management Link
Google Chrome	https://support.google.com/chrome/answer/95647?hl=en
Firefox	https://support.mozilla.org/en-US/kb/enhanced-tracking-protection-firefox-desktop?redirectslug=enable-and-disable-cookies-website-preferences&redirectlocale=en-US
Opera	https://help.opera.com/en/latest/security-and-privacy/
Microsoft Internet Explorer	https://support.microsoft.com/en-us/windows/delete-and-manage-cookies-168dab11-0753-043d-7c16-ed5947fc64d
Apple Safari	https://support.apple.com/en-il/guide/safari/sfri11471/mac
Microsoft Edge	https://support.microsoft.com/en-us/microsoft-edge/delete-cookies-in-microsoft-edge-63947406-40acc3b8-57b9-2a946a29ae09

However, if a browser is set not to accept cookies or if a user rejects a cookie, some portions of our Sites may not function properly. For example, you may not be able to sign in and access certain web page features. Some of the cookies that we use may be flash cookies/Adobe cookies; these cookies may not be deleted when your cookies are deleted. If you are interested in altering your cookie settings, you should check your browser to determine where these types of cookies are stored and how they may be deleted. You may also visit this website for more information on Flash Cookies:

https://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager07.html.

A web beacon is an electronic image, also called a "gif," that may be in the form of a "png" image, as well as iframe, script, input link, embed, object, and other tags that are used to track usage. We may use these web beacons on our web pages to deliver cookies, attribute sales to our affiliate partners and advertisers, count visits, and compile statistics on usage and campaign effectiveness or in our emails to tell if an email has been opened and acted upon.

Pixels are code on our website that help us better understand the effectiveness of our advertising and the actions you take on our site, like visiting a page or adding an item to your cart.

Google Analytics. To help facilitate the delivery of relevant content, we utilize Google Analytics to identify how users engage with our Sites and to provide us with information regarding our users. For

more information about Google Analytics and how it collects and processes information, please visit: <https://policies.google.com/technologies/partner-sites>. Instructions on opting out of Google Analytics using a specific plug-in is available at the following link: <https://tools.google.com/dlpage/gaoptout>. Note that Google's opt-out mechanism is specific to Google activities.

In the United States, the Network Advertising Initiative and the Digital Advertising Alliance offer a means to opt-out of a number of advertising cookies. Please visit www.networkadvertising.org and <https://youradchoices.com/> to learn more. Note that opting out does not mean you will no longer receive online advertising. It does mean that the company or companies from which you opted-out will no longer deliver ads tailored to your preferences and usage patterns.

Do Not Track Signals. At this time our Sites do not recognize automated browser signals regarding tracking mechanisms, which may include "Do Not Track" instructions.

We may tie non-personal information with personal information in order to provide you with customized recommendations, to help authenticate you or other data or information that you may provide, to prevent fraud, and to ensure that the Sites meet your needs. When we tie non-personal information with personal information, it is considered "personal information" for the purposes of this Privacy Policy, and we will use and share this combined data in the ways described in Sections B and C of this Policy.

NOTE: This Privacy Policy in no way restricts or limits our collection and use of non-personal information, and we may link this data to your personal information and/or share it with third parties for a variety of purposes, including to help us to better understand our customer needs, and to improve our Sites or for advertising and marketing purposes.

USE OF INFORMATION COLLECTED

We use the information we collect for the following purposes:

- To send you information about the Foundation;
- To send you information about our services;
- To contact users with further information about products and services;
- To monitor or improve use of and satisfaction with the Sites;
- To notify winners and to award prizes and in accordance with the rules for the promotion;
- To provide you with breaking news, exclusive features, access to online ticket pre-sales, and other products and services;
- To tailor *My Wolf Trap* to you based on your use of the Sites, your status as a member of the Foundation, and your activities as a patron of the Foundation;
- To process ticket sales, gift certificate sales, class registrations, and special event registrations;
- To facilitate your reservation at Ovations;
- To evaluate your qualifications for a program, event, or internship and to contact you regarding the application process, auditions, callbacks and casting consideration, details and logistics for the program, event, or internship, and decisions as to acceptance;
- To ensure the Sites are accessible to those with disabilities;

- To comply with applicable legal or regulatory obligations, including, but not limited to, use in connection with legal claims, compliance, and regulatory or investigative purposes; and
- For other legitimate business purposes.

SHARING OF INFORMATION

1. *Personal Information*

We may share the personal information we collect with third parties as outlined in this Privacy Policy or with your consent. Below are the categories of third parties with which we may share your personal information and the reasons for such sharing:

- We may disclose information to a third party (a) to comply with laws or respond to lawful requests and legal process, (b) to protect the Foundation, and our agents, customers, and others from legal claims or actions, including claims of fraud or to enforce our agreements, policies and terms of use, or (c) in the good faith belief that disclosure is needed to respond to an emergency, or protect the personal safety of any person.
- Our Sites may include collaboration features that by their nature support sharing with users you choose. Those users can see your name, email address, information you add to your profile, and any files you choose to share, and they can post comments and email you.
- We may also share your personal information (either alone or in combination with non-personal information and/or demographic information) with affiliates, strategic partners, agents, third-party publishers, retailers, and marketers, or other unaffiliated parties who are offering products or services that we believe may be of interest to you or who require your personal information for research, administrative, and/or internal business purposes, in accordance with our internal policies and procedures. These parties may use this information to contact you with an offer or advertisement related to a product or service, or they may use such information for their own research, administration, or business purposes. If you do not want us to share your personal information in this manner, do not provide us with this information.
- The Sites may provide you with opportunities to connect with third parties that may be publishing content and/or offering or advertising products and services. You may purchase products or services from these third parties or affiliates while you are on the Sites. While these transactions will be between you and the third party, we may choose, or it may be necessary for us, to share your personal information with these parties in order to assist with the fulfillment of the transaction, as part of an agreement with that third party, or otherwise for the purposes described in this Privacy Policy. The Sites may also include access to social networking websites established, owned, and controlled by third parties such as Meta/Facebook, and information may be exchanged between the Sites and these social networking web sites. If you choose to use any third-party services or to access, purchase, or view products or services on a third-party website, we may facilitate sharing of your personal and non-personal information with those third parties. Your use of any services offered, or your purchase of any product offered by a third party, on a third-party web site shall not be solely governed by our Terms of Use or this Privacy Policy, and we do not control the services of those third parties or how they use your information. Be sure to review the terms and the privacy policies of those third parties before using their services.

- We may be required to share your personal information in order to fulfill a service to you. For example, if you register on the Sites, we may need to share your personal and/or non-personal information with third parties in order to provide content to you that we believe may be of interest to you. Also, if you make a purchase through the Foundation or use the Sites to facilitate or consummate a purchase transaction, we may need to share your billing information with third party credit processing companies in order to fulfill such services for you. We also may need to share your personal information if you choose to enter a sweepstakes or contest in order to fulfill the terms of that promotion. This means that we may share the information for prize fulfillment purposes or with mail carriers. We also may share your information with the co-sponsor of any such promotion. We may need to share your information with unaffiliated third-party service providers, agents, or independent contractors who help us maintain the Sites and provide other administrative services to us (including, but not limited to providing customer service, maintaining, and analyzing data, sending customer communications on our behalf, and entry collection, winner selection and prize fulfillment for contests, sweepstakes and other promotions). We seek to ensure that these unaffiliated third parties will not use the personal information for any other purpose than to provide the administrative services for which they are responsible. Because these unaffiliated third-party service providers will have access to users' personal information, if you do not wish for these unaffiliated third-party service providers to have access to your information, do not register or submit any personal information to us.
- We may share personal information in connection with an acquisition, merger, or sale of all or a substantial portion of our organization, with or to another company. In any such event, you will receive notice if your data is transferred and becomes subject to a substantially different privacy policy, and you grant us the right to assign the personal and non-personal information collected via the Sites and via your patronage of or visits to the Foundation.
- We may share personal information and/or non-personal information in order to track and analyze usage and volume statistical information from our visitors and customers and to provide such information to third parties.

2. Non-Personal Information, Aggregate Data, and Demographic Information

We reserve the right to share with our partners and advertisers any non-personal information about our customers, sales, and traffic. Also, we may share your non-personal information when it is tied to your personal information, as described in Section A of this Privacy Policy.

Note Regarding Text Message Consent: Text messaging originator opt-in data and consent will not be shared with any third parties unless required by law.

YOUR RIGHTS AND CHOICES

The Foundation provides you with the following rights and choices regarding your personal information:

- You may choose to not provide us with any personal information. However, if you do so, we will be unable to sign you up for our email, blog, or postal mail mailing lists; register you for a *My Wolf Trap* account; register you for classes; process your application for the Filene Young Artist,

Studio Artist, or Fellowship programs; register you as a member of the Foundation; or enter you into any sweepstakes or contests. Additionally, your ability to navigate the Sites may be impaired.

- You may opt-out of receiving further information from us and be removed from our online mailing list by following the “Unsubscribe” link in the footer of our emails or emailing us at privacy@wolftrap.org.
- You may change or modify information you have previously provided us for the postal mailing list by sending an email to privacy@wolftrap.org.
- You may opt-out of receiving further blog posts from the Foundation by following the “Unsubscribe” instructions in the emails notifying you of blog posts, or by emailing us at privacy@wolftrap.org.
- If you have an account with us, you may log in to your account and update your personal information directly.
- California Civil Code Section 1798.83 permits visitors to the Sites who are California residents to request certain information regarding our disclosure of personal information to third parties for their direct marketing purposes. To make such a request, please contact us at privacy@wolftrap.org.
- Residents of Nevada have the right to opt out of the sale of certain personal information to third parties. We currently do not sell your personal information as defined by Nevada law.

Additionally, residents of Maryland may have certain rights as described below. We will fulfill your request to exercise any of these rights within the applicable time period prescribed by state law. You can exercise these rights contacting us as outlined below.

Residents of Maryland may have the following rights:

- The **right to opt out of “sales” of personal information and use of your personal information for “targeted advertising,”** as those terms are defined under applicable law. Please note that we do not use your personal information for the purpose of targeted advertising.
- The **right to opt out of “profiling”** in furtherance of solely automated decisions that produce legal or similarly significant effects concerning the Maryland resident.
- The **right to access** and the **right to confirm processing** of your personal information under certain circumstances.
- The **right to obtain a list of the categories of third parties** to which we have disclosed your personal information.
- The **right to correct inaccuracies** in personal information under certain circumstances.
- The **right to delete** personal information, unless retention of the personal information is required by law.
- The **right to revoke** previously given consent.

Submitting a Rights Requests: You may send your request by email to privacy@wolftrap.org. An authorized agent, such as another individual or business, may submit a request on your behalf. We will not discriminate against you for exercising your rights under applicable law. We may have a reason under

the law why we do not have to comply with your request, or why we may comply with it in a more limited way than you anticipated. If we do, we will explain that to you in our response.

Verification. We must verify your identity before responding to your request. We may verify your identity by asking you to provide personal identifiers that we can match against information we may have collected from you previously. We may need to follow up with you to request more information to verify identity. We will not use personal information we collect in connection with verifying or responding to your request for any purpose other than responding to your request.

Appeals. You have the right to appeal a denial of your request by contacting us as described in the notice of denial.

NOTIFICATION OF CHANGES

We may make changes to the Privacy Policy from time to time. When we do, we will update the “Effective Date” above. If we decide to make a material change to our Privacy Policy, we will post a notification on our homepage to draw your attention to the change.

SPECIAL POLICY WITH REGARD TO INFORMATION FROM CHILDREN UNDER THIRTEEN

The Sites are not directed to children under the age of 13, and we do not knowingly collect personal information about any child under the age of 13 without parental consent. When we become aware that we have collected such information, we delete it as soon as we discover it and we do not use it or share it with third parties.

SECURITY AND RETENTION

No data transmissions over the Internet can be guaranteed to be 100% secure. Consequently, we cannot ensure or warrant the security of any information that you transmit to us, and you understand that any information that you transfer to us is done at your own risk.

We take reasonable steps to protect information that we collect from you in order to try to prevent loss, misuse, and unauthorized access, disclosure, alteration, and destruction. If we learn of a security systems breach, we may attempt to notify you electronically so that you can take appropriate protective steps. By using the Sites or providing personal information to us, you agree that we may communicate with you electronically regarding security, privacy, and administrative issues relating to your use of the Sites. You understand and agree that we may post a notice on our Sites if a security breach occurs. We may also send an email to you at the email address you have provided to us in these circumstances. Depending on where you live, you may have a legal right to receive notice of a security breach in writing via ordinary mail.

We will retain your personal information for the period necessary to fulfill the purposes outlined in this Privacy Policy unless a longer retention period is required or permitted by law.

If you have any questions about our data retention practices or the security of our Sites, please contact privacy@wolftrap.org.

THIRD-PARTY WEBSITES

This Privacy Policy applies solely to information collected by the Foundation. The Sites may provide links to third-party websites. We are not responsible for the privacy practices or the content of these other websites. If you have any questions about how these other websites use your information, you should review their policies and/or contact them directly.

FORUMS, CHAT ROOMS, AND OTHER PUBLIC POSTING AREAS

Any information you include in a message that you post to any chat room, forum, or other public posting area on the Sites is available to anyone with Internet access able to access those portions of the Sites. If you don't want people to know your email address, for example, don't include it in any message you post. **BE EXTREMELY CAREFUL WHEN DISCLOSING ANY INFORMATION IN CHAT ROOMS, FORUMS AND OTHER PUBLIC POSTING AREAS ON THE SITES. WE ARE NOT RESPONSIBLE FOR THE USE BY OTHERS OF THE INFORMATION THAT YOU DISCLOSE IN CHAT ROOMS, FORUMS, AND OTHER PUBLIC POSTING AREAS.**

DISCLAIMER REGARDING VIDEO CONTENT

The Sites may contain video content, audiovisual content, or content of a like nature (collectively, “**Video Content**”). In connection with our provision of Video Content, the Sites may utilize online tracking technologies and code-based tools, including, but not limited to, Software Development Kits (“**SDKs**”), pixels, and cookies (i.e., advertising or analytics cookies) that track information about your activity and webpage-viewing history on the Sites (collectively, “**Tracking Tools**”). Tracking Tools on the Sites may result in information about your activity on the Sites being transmitted from your browser to us and third parties, which, in turn, may result in the display of targeted advertisements on third-party websites, platforms and services, including advertisements for our content. In addition, whether Tracking Tools on the Sites result in your browser’s transmission of information to third parties depends on a number of factors that may be outside of our knowledge or control, including what third-party websites you use, what information you have provided to such third parties, and whether (and the extent to which) you have limited the use of cookies by the operators of those third-party websites, platforms, and services.

ACCOUNTS AND PASSWORDS

Your account information and access to our Sites are sometimes accessible only through the use of an individual user ID and password. To protect the confidentiality of personal information, you must keep your password confidential and not disclose it to any other person. Advise us immediately if you believe that the confidentiality of your password has been compromised or that your password has been misused. In addition, always log out and close your browser when you finish your session. We will never ask you to disclose your password in an unsolicited phone call or email.

INTERNATIONAL DATA TRANSFERS

If you choose to provide us with personal or non-personal information, we may transfer that information to our affiliates and subsidiaries or to other third parties, across borders, and from your country or jurisdiction to other countries or jurisdictions around the world. If you are visiting from other regions with laws governing data collection and use that may differ from US law, please note that you are transferring your personal information to the United States and other jurisdictions which may not have the same data protection laws as your country of residence. You acknowledge you understand that by providing your personal information: (i) your personal information will be used for the uses identified above in accordance with this Privacy Policy; and (ii) your personal information may be transferred to the United States and other jurisdictions as indicated above.

CONTACT US

If you have any questions or comments about this Privacy Policy or our privacy practices, please contact us at:

The Wolf Trap Foundation for the Performing Arts
1645 Trap Road
Vienna, VA 22182
ATTN: Privacy Policy
privacy@wolftrap.org