



Privacy Policy

Coastal Sheltie Rescue

Privacy & Terms of Service

1. Information We Collect

We collect personal information to process your adoption or foster application, donation, or communication. This includes, but is not limited to:

Full legal name, email address, phone number, and mailing address

A copy of a valid state-issued photo ID for identity verification

Photos and videos of the interior and exterior of your home (required for all applicants)

Information provided in your adoption or foster application, including:

Household members

Emergency contacts

Veterinary and personal references

Housing details, landlord contact (if renting), and pet history

Payment information and donation history (for direct donations only)

By submitting an application, donation, or volunteer inquiry, you voluntarily provide this information and consent to its collection, use, and retention as described in this policy. Coastal Sheltie Rescue is committed to following good privacy practices in handling your personal information.

2. How We Use Your Information

We use the information you provide to:

Review and verify applications

Evaluate the safety and suitability of a home

Contact you for follow-up, updates, or support

Promote successful adoptions (with consent – see Section 3)

Maintain legally required records and provide documentation if needed for fraud or dispute resolution

Application materials are used only for internal evaluation and are never shared publicly outside of Coastal Sheltie Rescue's authorized team.

3. Media Use & Consent

Application Photos/Videos: Required from all applicants. These are used exclusively to evaluate home environments and are not used in public or promotional material.

Post-Adoption Media (Required): If you adopt from us, you consent to Coastal Sheltie Rescue using your adopted pet's photos, name, and story for promotional and fundraising purposes, including our website, social media, and printed materials.

Withdrawal: You may withdraw consent for future promotional use by written request sent via mail, including proof of identity, to Coastal Sheltie Rescue. Previously printed or distributed content cannot be retracted.

4. Sharing & Disclosure

We do not sell or rent your information. It is only shared when:
Required by law or legal process

Necessary for veterinary coordination, transport, or placement

Required to fulfill rescue operations, including sharing basic applicant details with the dog's current foster home

Your photo ID may be shared with a shelter or transport volunteer if needed for dog pickup

All shared information is limited to the minimum necessary to perform rescue operations and is handled confidentially by authorized personnel.

Needed for dispute resolution with banks, donors, or third parties (limited to information we have access to)

Only trained volunteers or staff involved in your application will access your information.

Note: If your donation was made through a third-party platform (e.g., Facebook, Zeffy, or PayPal), you may need to contact that platform directly to access or dispute donation records, as we may not have access to full donor details submitted through those systems.

5. Donations & Fees

All donations and application fees are non-refundable.

Any chargeback or false claim related to a donation or payment will be formally contested and may be reported as fraud.

Any individual who initiates a chargeback or false dispute will be permanently disqualified from adopting from or working with Coastal Sheltie Rescue in the future.

If a chargeback is filed after a dog has been adopted, that dog remains the legal property of Coastal Sheltie Rescue. We reserve the right to reclaim the animal immediately, and necessary steps will be taken to do so.

6. Record Retention & Security

We retain all application, photo ID, and direct donation records for a minimum of five (5) years, even if a request is made for deletion.

These records are stored securely, either digitally or physically, and protected from unauthorized access

Only authorized personnel may access application or donor records

This retention policy is maintained in compliance with applicable tax, nonprofit, and legal requirements, including for audit, regulatory, or litigation purposes

Records are not deleted upon applicant request, as we are legally and ethically required to maintain documentation for rescue accountability, liability coverage, and dispute resolution

Donations made via third-party platforms are not stored by us; please request records directly from the platform you used (e.g., Facebook, Zeffy, PayPal)

7. Rights & Jurisdiction

You may update your contact information or withdraw future promotional media consent by written request sent via mail, including proof of identity, to Coastal Sheltie Rescue.

Coastal Sheltie Rescue reserves the right to deny or close any application due to dishonesty, harassment, policy violations, or history of dispute activity

All disputes arising under or relating to this policy or services provided by Coastal Sheltie Rescue shall first be submitted to mediation or arbitration before pursuing litigation in Virginia courts.

All legal matters will be governed by the laws of the Commonwealth of Virginia, with venue in Virginia Beach, VA

8. Consent & Legal Notice

By submitting an adoption or foster application, making a donation, volunteering, or adopting a dog through Coastal Sheltie Rescue, you acknowledge that you have read and agree to this Privacy & Terms of Service policy.

This policy applies to all applicants, adopters, fosters, volunteers, and donors.

This policy does not waive any legal rights held by Coastal Sheltie Rescue, nor limit our ability to act in accordance with local, state, or federal law.

If you do not agree with these terms, please do not submit an application, donate, volunteer, or adopt. Your use of our services constitutes acceptance of these terms.

9. Public Reviews and Defamation

Coastal Sheltie Rescue is an all-volunteer organization dedicated to finding loving, safe homes for dogs who have come to us from neglect and abusive situations. Our volunteers work tirelessly to prioritize the well-being and best interests of the dogs in our care.

If we decline an application or make decisions that are misunderstood, please know it is never intended to be mean or personal—it is solely focused on what the dog needs to thrive.

While we respect individuals' rights to share their experiences, if any public statement, review, or social media post contains false, misleading, defamatory, or fraudulent claims about Coastal Sheltie Rescue, its volunteers, or animals, we reserve the right to respond as follows:

We may publicly share factual information or relevant documentation to correct false claims or misrepresentations about our volunteers or organization, limited strictly to what is necessary to defend our reputation.

Such disclosures will be handled with care to protect personal privacy and confidentiality, consistent with applicable laws.

We reserve the right to pursue all available legal remedies if false statements cause demonstrable harm or are made with malicious intent.

By engaging with Coastal Sheltie Rescue, you agree to these terms and acknowledge that factual defense of our organization may include such disclosures.

This Privacy & Terms of Service policy is provided for informational purposes and does not constitute legal advice. Coastal Sheltie Rescue reserves the right to modify this policy at any time.

Copyright ©Coastal Sheltie Rescue is based in Virginia

All potential adopters regardless of limitation must be able to physically feed themselves and the dog unassisted, transport the dog to the vet & give physical activity & bathroom breaks outdoors within a safe environment.

* Please see each individual dog for requirements to adopt. Dogs with exercise needs must be able to be met by the adopter.

As a matter of policy, we do not discriminate on race, color , gender, sexual orientation, or religion.

We do not adopt dog to homes with electric shock collar fencing of any kind.

