

Privacy Policy

We collect anonymous data about how the website is used. This data does not identify individual users. See the General Usage Statistics section below for information on what data we collect and how we use it.

We only collect personal information like your name, address, or email address, when we ask for it through our Consultation Request Form or Email Results Tool. See the sections below for details on why we collect this information and how we use it.

WisLawHelp Get Help Tool

The information we collect from the WisLawHelp Get Help Tool is used to help determine the best legal resources to help your specific situation. This is based on where you live, your general age category, your income and household size, your membership in specific groups, and your legal problem. Resources and organizations base eligibility for their services on these factors. We collect this information so we can give you the best results to help you. We manage data about how visitors use the WisLawHelp Get Help Tool through Google Analytics.

Consultation Request Form

Some organizations in our directory let you submit a Consultation Request Form. This form requests certain information from you. If you submit a Consultation Request form through WisLawHelp to an organization listed on our site, we send the following information to the organization:

1. Your first and last name;
2. Your date of birth and how old you are
3. Your contact information, including:
 - a. Your phone number and whether the organization can call you about your case, leave a voicemail, or text you;

- b. Your e-mail address and whether the organization can email you about your case;
 - c. The best way to reach you
 - d. Whether you need a communications accommodation
4. Information about your legal problem, including:
- a. The category of your legal problem;
 - b. Whether you have a court date or other deadline within the next two weeks;
 - c. Whether there is a case filed for the legal problem you need help with;
 - d. Whether you are already working with a lawyer for the legal problem you need help with.

We keep a record that a Consultation Request was sent to the organization, but we do not keep the actual information you entered into the Consultation Request form. We cannot identify individual users from the information we keep. We immediately send the information you enter in the form to the organization you request, after which we no longer have access to the information. We are not responsible for the information you provide to any organizations.

We may create reports using information about what happens to your WisLawHelp Consultation Request so that we can improve the user experience of requesting a consultation. We cannot identify individual users based on these reports.

Email Results Tool

If you use the Email Results Tool to email WisLawHelp results, we may temporarily keep a record of your email addresses, and the content of your message. This information is deleted in accordance with our retention policies. We are not responsible for any information accessed or stored by any third-party service providers, including internet or telephone.

General Usage Statistics

We collect statistics and data on how our website and applications are used by visitors and through Google Analytics. All information is anonymous so users cannot be identified.

We use Google Analytics to track visits to our site. Google Analytics uses cookies on your web browser to collect and track this data. Data is collected and presented in a way that keeps your identity hidden. We only see trends and statistics, not information about you as a specific visitor. We use Google Analytics to:

- Track how much our content is used and visited. This helps us decide what content to update and promote.
- Report to our funders and potential funders about website usage from year to year.
- Learn how to design and present our website to make it work better for more users.
- Identify problems or barriers to access on our website.

You can opt-out of letting Google Analytics collect your data by using the Google Analytics Opt-out Browser Add-on. Learn more about Google Analytics Data Collection.

We share WisLawHelp Get Help Tool, Google Analytics, and Consultation Request statistics with:

- Our funders and potential funders.
- Partners in the legal aid and legal aid technology communities – for joint work on website improvement projects or for informational purposes/studies of legal aid website use.
- Contractors performing development or maintenance work on our website.

We **do not** sell or use data to sell things to you. We may use data to help us learn how to best promote our services or website.

Links

Our sites contain links to third party sites. If you click on one of those links, you will be taken to sites we do not control. This policy does not apply to the information practices of other websites.

Internet Safety & Security

We use standard security measures to protect information submitted on our sites. However, the internet is public and we cannot promise that your information will remain secure. We thus encourage you to use caution when disclosing information online. If you are using a public or shared computer, the information you enter could be stored on that computer and other people could find it later. Make sure to close out of the browser completely when you are done!

Where We Store Information

Our sites are operated in the United States. If you are located outside of the United States, please be aware that any information you provide to us may be transferred to the United States. Please also be aware that by using our sites and giving us your information, you consent to such transfer. You also understand that the U.S. may not provide the same level of protections as the laws of your country.

Our website does not knowingly or intentionally collect personal information from children

If you are a parent or guardian and you believe our website has collected personal information about your child, please contact us.

[Learn more about protecting your child's privacy online.](#)

Your Choices

You can choose not to provide us with some of the information that we request. If you do not provide it, though, we may not be able to fulfill your request. You can also set your browser up to reject cookies. If you do this, some of the features of our sites may not work.

Policy Updates

From time to time we may change our privacy practices or policies. If there are changes, the latest version of our policy will be posted in this section.

Questions about this Policy

If you have any questions or concerns about this Privacy Policy or our data collection and usage, please contact us.

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