

Website Terms & Conditions

Aloha Animal Alliance (AAA) is a Hawai'i nonprofit corporation and 501(c)(3) organization (EIN: 93-4056896).

Website: www.alohaanimals.org | Mailing Address: PO Box 2093, Kailua-Kona, HI 96745.

Use of the website constitutes agreement to these terms.

Information provided is educational and not a substitute for veterinary care.

Services may involve inherent risks including animal bites and scratches.

Independent contractor veterinarians may provide services.

AAA utilizes third-party platforms including EZVet, ShelterLuv, Givebutter, Stripe, Mailchimp, WP Engine, Google Analytics, and Telzio for communications.

Disputes shall be resolved via binding arbitration in Hawai'i under Hawai'i law.

Privacy Policy

AAA collects names, emails, phone numbers, mailing addresses, donation history, SMS consent, IP addresses, and pet medical data via EZVet.

Payment information is processed securely via Stripe within EZVet, onsite clinic payments, and via Givebutter (which utilizes Stripe).

AAA does not store credit card numbers.

Phone call and SMS communications are managed through Telzio.

AAA does not sell personal information.

Information is shared only with operational vendors necessary to deliver services.

Users may request access or correction of their information by emailing lauren@alohaanimals.org.

Donation Terms

AAA is a 501(c)(3) nonprofit (EIN: 93-4056896). Donations are tax-deductible as allowed by law.

Recurring donations may be canceled via donor platform account or by emailing lauren@alohaanimals.org.

Refund requests must be submitted within 30 days and are reviewed case-by-case.

Donations support general charitable purposes unless otherwise specified.

SMS & Communications Terms

By providing your phone number, you consent to receive calls and SMS messages related to clinic confirmations and program updates.

Communications are delivered via Telzio.

Message frequency varies. Standard carrier rates may apply.

Reply STOP to unsubscribe from SMS communications. Reply HELP for assistance.

AAA does not sell communication data.

Animal Bite/Scratch Risk & Medical Release (TNR & Clinic Operations)

Participation in Trap-Neuter-Return (TNR), mobile clinics, or volunteer activities involves inherent risks including bites, scratches, zoonotic disease exposure, and allergic reactions.

Participants assume full responsibility for injuries sustained during participation.

Participants authorize emergency medical treatment if necessary.

Participants release and hold harmless Aloha Animal Alliance, its directors, officers, volunteers, contractors, and veterinary professionals from claims arising from participation, except in cases of gross negligence or willful misconduct.

Separate signed waivers may be required prior to participation.

Internal Data Retention Policy

IRS filings and corporate records: Permanent retention.

Donation and financial records: Minimum 7 years.

Clinic medical records: 3–5 years minimum (subject to Hawai'i veterinary requirements).

Volunteer waivers: 7 years.

Email/SMS subscriber data: Retained until unsubscribe.

Records are securely stored and destroyed via shredding or secure digital deletion when retention period expires.