

Privacy Policy

Last updated: October 24, 2019

Haven for Hope of Bexar County (“**Haven**” or “**we**”) respects the privacy of those who visit our site. This privacy policy (“**Policy**”) explains how we collect information through <http://www.havenforhope.org> (the “**Site**”), software applications made available by us for use on or through computers and mobile devices (the “**Apps**”), and Facebook, Twitter, Instagram, and LinkedIn (collectively, our “**Social Media Pages**”), as well as how that information is used and kept.

Personal Information may include but is not limited to your name, address, telephone number, social media ID and username, and/or email address (“**Personal Information**”). Haven uses Personal Information for operating and improving the Site, donations, and marketing. If you do not wish to have your Personal Information used as a basis for further contact, then please refer to the “Opt Out” section of this policy.

By using the Site, you consent to the terms and conditions of this Policy and to Haven’s processing and use of Personal Information for the purposes stated below.

Information Collection and Use.

While using the Site, Apps, and/or Social Media Pages, Haven may ask you to provide Personal Information that can be used to contact or identify you.

Personal Information is also collected when you contact us (i.e. in person, by phone or email, or with a question), when you make a contribution (i.e. on our website, at a special event, over the phone, or by mailing in a check), when you visit the donation center, and when you register for an event or to volunteer. Please see our Donor Privacy Policy (below) for more information about how Haven uses Personal Information collected when you make a donation.

Haven will not share, sell, rent, or lease your Personal Information to other organizations.

Except as described in this Privacy Policy or at the time Haven requests the information, Haven does not otherwise disclose your Personal Information to any third parties.

Donor Privacy.

Haven collects and stores the Personal Information that you have provided us. Credit card information is not retained by Haven.

We will use the Personal Information to protect against potential fraud. We may verify with third parties the information collected in the course of processing a gift, event registration, or other donation. If you use a credit or debit card on the website, we may use card authorization and fraud screening services to verify that your card information and address matches the information that you supplied to us and that the card being used has not been reported lost or stolen.

Communications.

Haven may use your Personal Information to contact you with newsletters, marketing or promotional materials, and other information regarding Haven events, donation drives, and more. If you do not wish for Haven to contact you offline or receive such mailings, you may opt-out by contacting us in accordance with the “Opt Out” section of this policy.

Opt Out.

If you wish to opt-out of receiving future communications, please contact Haven in accordance with the “Contact Us” section of this policy. All opt-out requests will be honored, but it may take seven (7) business days for opt-out changes to be fully implemented.

How We Use Your Information.

Like many site operators, Haven collects information that your browser sends whenever you visit the Site, Apps, and/or Social Media Pages ("**Log Data**"). Log Data may include information such as your computer's Internet Protocol ("**IP**") address, browser type, browser version, the pages of the Site that you visit, the time and date of your visit, the time spent on those pages, and other statistics. In addition, Haven may use third party services such as Google Analytics that collect, monitor and analyze your Log Data.

Cookies are files with small amounts of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive. Haven uses "cookies" to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Site, Apps, and/or Social Media Pages.

Uses and Disclosures to Comply with Laws.

In addition, we use and disclose Personal Information collected through the Site as necessary: (i) under applicable law; (ii) to comply with the legal process; (iii) to respond to requests from public and government authorities; (iv) to enforce our terms and conditions; (v) to protect our operations or those of any of our affiliates; (vi) to protect our rights, privacy, safety, or property, and/or that of our affiliates, you, or others; and (vii) to allow us to pursue available remedies or limit the damages that we may sustain.

Security.

The security of your Personal Information is important to Haven, but remember that no method of transmission over the internet, or method of electronic storage, is 100% secure. While Haven strives to use commercially acceptable means to protect your Personal Information, Haven cannot guarantee its absolute security.

Changes to This Privacy Policy.

This Privacy Policy is effective as of October 24, 2019 and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page.

Haven reserves the right to update or change its Privacy Policy at any time without notice to you and you should check this Privacy Policy periodically. Your continued use of the service after Haven posts any modifications to the Privacy Policy on this page will constitute your acknowledgment of the revisions and your consent to abide and be bound by the modified Privacy Policy.

Contact Us.

If you have any questions about this Privacy Policy, please contact Haven at:

Office of Development
1 Haven for Hope Way
San Antonio, Texas 78207
(210) 220-2478
donate@havenforhope.org