

Privacy Policy for Community Action Partnership of Orange County (CAP OC)

Effective Date: February 6, 2025

At Community Action Partnership of Orange County (CAP OC), we respect and prioritize your privacy. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you engage with us, whether through our website, events, donations, text messaging, or other services. By interacting with CAP OC, you consent to the practices described in this policy.

1. Information We Collect

We may collect the following types of information:

a. Personal Information

- Name, email address, mailing address, and phone number.
- Payment information for donations (processed securely through third-party payment processors).
- Information you provide when signing up for events, newsletters, or volunteer opportunities.
- Demographic information and preferences when voluntarily shared.

b. Non-Personal Information

- Browser type and device information.
- IP address and geolocation data.
- Website usage data collected through cookies and tracking technologies.

2. How We Use Your Information

We use the information we collect to:

- Process donations and provide donation receipts.
- Communicate updates, news, and upcoming events.
- Manage volunteer and program participation.
- Analyze and improve our services and outreach efforts.
- Comply with legal and regulatory obligations.

3. Information Sharing and Disclosure

We do not sell your personal information. We may share your information in the following ways:

- **With Service Providers:** To facilitate services such as payment processing, email distribution, and website hosting.
- **Legal Compliance:** When required by law or to protect our rights, privacy, safety, or property.
- **With Your Consent:** When you explicitly authorize us to share your information.

4. Security Measures

We implement reasonable administrative, technical, and physical safeguards to protect your personal information. However, no data transmission or storage system can be guaranteed to be 100% secure.



5. Your Privacy Rights

Depending on your location, you may have the following rights:

- Access and Correction: Request access to or correction of your personal information.
- Deletion: Request the deletion of your personal information.
- Opt-Out: Opt-out of marketing communications at any time by following the unsubscribe instructions in our emails or contacting us directly.

To exercise any of these rights, please contact us at the information provided below.

6. Text Messaging Privacy Policy and Terms of Use

- Mobile information will not be shared with third parties/affiliates for marketing/promotional purposes.
- By providing your phone number and verbal consent via phone call, you agree to receive account notification and customer care text messages from Community Action Partnership of Orange County.
- Message frequency varies. Message and data rates may apply.
- For help, reply HELP or email us at info@capoc.org.
- You can opt out at any time by replying STOP.

7. Children's Privacy

CAP OC does not knowingly collect personal information from children under 13 without parental consent. If we learn that we have collected such information without verification of parental consent, we will take steps to delete it.

8. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to enhance your user experience. You can manage your cookie preferences through your browser settings.

9. Third-Party Links

Our website and communications may contain links to third-party websites. We are not responsible for the privacy practices of those websites. We encourage you to review their privacy policies.

10. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. The updated version will be indicated by an "Effective Date" and posted on our website. We encourage you to review this policy periodically.

11. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your information, please contact us at:

Community Action Partnership of Orange County (CAP OC) Address: [Insert Address] Phone: [Insert Phone Number] Email: [Insert Email Address]

Thank you for supporting CAP OC and helping us make a difference in our community.