Angels Center of Hope| Website Privacy Policy

Website: https://angelscenterofhope.org/: **Contact Email:** info@ angelscenterofhope.org

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1. INTRODUCTION

Angels Center of Hope(ACOH) ("we," "our," "us," or "the Organization") is a nonprofit organization located in Louisiana, United States.

We are committed to protecting the privacy, confidentiality, and security of personal information belonging to our website visitors, donors, beneficiaries, volunteers, employees, partners, and other individuals who interact with our organization.

This Website Privacy Policy explains how we collect, use, store, protect, disclose, and manage personal information when individuals visit our website, communicate with us, make donations, register for programs, volunteer, or participate in our organizational activities.

By accessing or using our website, you acknowledge that you have had an opportunity to review this Privacy Policy.

We are committed to handling personal information responsibly and in accordance with applicable federal and Louisiana state privacy and data protection requirements.

2. INFORMATION WE COLLECT

We may collect personal information that individuals voluntarily provide to us and certain information automatically collected when they visit our website.

2.1 Personal Information Provided Voluntarily

Depending on how you interact with our organization, we may collect:

- Full name.
- Email address.
- Telephone number.
- Mailing address.
- City, state, and ZIP code.
- Organization or employer name.
- Employment or volunteer application information.
- Donation information.
- Program registration information.
- Information submitted through contact forms.
- Communications, inquiries, and feedback.
- Other information voluntarily provided through our website.

2.2 Donation Information

When individuals make donations through our website, we may collect:

- Donor name.
- Contact information.
- Donation amount.
- Donation date.
- Donation frequency.
- Designation or purpose of the donation.
- Transaction confirmation details.

Payment card and banking information may be processed directly by authorized third-party payment processors.

We do not intend to store complete payment card numbers or security codes on our website servers unless specifically necessary and handled through an appropriately secured and compliant payment system.

2.3 Automatically Collected Information

When you visit our website, certain technical information may be collected automatically, including:

- Internet Protocol (IP) address.
- Browser type and version.
- Device type.
- Operating system.
- Website pages visited.
- Date and time of website visits.
- Referring website addresses.
- General website usage information.
- Cookie and analytics information.

This information may be used to maintain website security, improve performance, understand visitor activity, and enhance the user experience.

2.4 Sensitive Personal Information

We do not intentionally request sensitive personal information through our general website contact forms.
However, certain programs may require additional information to assess eligibility, provide assistance, or deliver services.
Where sensitive information is necessary, we shall seek to collect only information reasonably required for the relevant purpose and apply appropriate access and security safeguards.

3. HOW WE USE PERSONAL INFORMATION

The organization may use collected information for legitimate nonprofit and operational purposes, including:

- Responding to questions, inquiries, and requests.
- Processing donations and issuing donation acknowledgments.
- Administering fundraising campaigns.
- Registering individuals for programs, services, and events.
- Managing volunteer applications and participation.
- Communicating organizational news, activities, and announcements.
- Providing information about our mission and community programs.
- Evaluating program eligibility where applicable.
- Improving website functionality and visitor experience.
- Maintaining organizational records.
- Preventing fraud, unauthorized access, and misuse.
- Meeting applicable legal, financial, and regulatory obligations.

We shall not knowingly use personal information for purposes unrelated to the reasons it was collected without an appropriate legal basis or required consent.

4. DONOR PRIVACY AND CONFIDENTIALITY

ACOH respects the privacy of individuals, businesses, foundations, and other entities that support our mission through financial or material contributions.

We are committed to:

- Protecting donor contact and contribution information.
- Using donor information for legitimate fundraising and administrative purposes.
- Limiting access to donor records to authorized personnel.
- Not publicly identifying donors without appropriate permission, except where disclosure is legally required.
- Not selling donor mailing lists or personal information.
- Taking reasonable steps to protect online donation transactions.

Donors may request that their names not be publicly acknowledged in fundraising materials or organizational publications.
Anonymous donation requests will be respected to the extent reasonably possible and legally permitted.
Information processed by third-party payment platforms may also be subject to the privacy policies of those providers.

5. HOW WE SHARE PERSONAL INFORMATION

The organization does not sell, rent, or trade personal information to third parties for their independent commercial marketing purposes.
However, we may share information in limited circumstances, including:

5.1 Authorized Service Providers

We may share necessary information with trusted service providers that assist with:

- Website hosting and maintenance.
- Online donation processing.
- Email communications.
- Event registration.
- Volunteer management.
- Data storage and administration.
- Website analytics.
- Information technology and security services.

These service providers may access information only as reasonably necessary to perform authorized services, subject to applicable contractual and legal obligations.

5.2 Legal and Regulatory Requirements

We may disclose information when necessary to:

- Comply with applicable federal, state, or local laws.
- Respond to valid court orders or legal processes.
- Cooperate with authorized law enforcement investigations.
- Protect the rights, safety, and property of the organization or other individuals.
- Prevent fraud or address security incidents.

5.3 Organizational Partnerships

Where necessary to deliver programs or services, we may share limited information with authorized partner organizations, subject to appropriate consent, contractual arrangements, and applicable privacy requirements.

We will not disclose personal information beyond what is reasonably necessary for the relevant purpose.

6. COOKIES AND WEBSITE TRACKING TECHNOLOGIES

Our website may use cookies and similar tracking technologies to improve website functionality and understand visitor activity.

Cookies are small text files stored on a visitor's device when accessing a website.

We may use cookies for:

- Website functionality.
- User preferences.
- Security monitoring.
- Website traffic analysis.
- Performance improvement.
- Understanding how visitors interact with our website.

Some cookies may be provided by third-party services, such as website analytics providers or embedded website applications.

You may adjust your browser settings to block or delete cookies. However, disabling certain cookies may affect website functionality.

Where required by applicable law, we will provide appropriate notices and choices regarding non-essential cookies and tracking technologies.

7. THIRD-PARTY WEBSITES AND SERVICES

- Our website may contain links to external websites, including:
- Online donation platforms.
- Social media networks.
- Government agencies.
- Community partners.
- Educational institutions.
- Payment processors.
- Other nonprofit organizations.

These external websites operate independently and may have their own privacy policies and information collection practices.

ACOH is not responsible for the privacy practices, content, or security of external websites.

Visitors are encouraged to review the privacy policies of third-party websites before submitting personal information.

8. CHILDREN'S PRIVACY

ACOH recognizes the importance of protecting children's privacy and personal information.

Our organization shall take reasonable steps to protect information relating to children who participate in our programs, services, and activities.

We shall:

1. Collect children's personal information only when reasonably necessary for legitimate organizational or program purposes.
2. Obtain appropriate parental or legal guardian consent where required.
3. Limit access to children's information to authorized personnel.
4. Avoid publicly sharing children's identifying information without appropriate authorization.
5. Maintain appropriate safeguards for photographs, videos, and program records.
6. Avoid knowingly collecting personal information directly from children under thirteen through website features without appropriate legal compliance and parental involvement where required.

Parents or legal guardians may contact us to inquire about personal information relating to their children or request appropriate access, correction, or deletion, subject to applicable legal requirements.

Where our website or online services are directed to children under thirteen or knowingly collect their personal information in circumstances covered by the Children's Online Privacy Protection Act (COPPA), we will comply with applicable requirements.

9. DATA SECURITY

We take reasonable administrative, technical, and organizational measures to protect personal information against:

- Unauthorized access.
- Accidental loss.
- Theft.
- Unauthorized disclosure.
- Improper alteration.
- Destruction.
- Misuse.

Our security measures may include:

- Password-protected systems.
- Restricted access to personal information.
- Secure website connections.
- Regular software updates.
- Secure data storage.
- Staff confidentiality obligations.
- Appropriate third-party service provider arrangements.
- Periodic review of information security practices.

Although we take reasonable steps to protect information, no internet transmission or electronic storage system can be guaranteed to be completely secure.

We therefore cannot guarantee absolute security of information transmitted through our website.

10. DATA BREACH NOTIFICATION

In the event of a security breach involving personal information, [Organization Name] shall investigate the incident and take appropriate steps to contain and address the breach.

Where required by Louisiana law, including Louisiana Revised Statutes §51:3071 et seq., the organization shall provide notification to affected Louisiana residents whose covered personal information was, or is reasonably believed to have been, acquired by an unauthorized person.

Notification shall be made in accordance with applicable legal requirements and deadlines, including the requirement to provide notice without unreasonable delay and no later than sixty days after discovery, subject to applicable statutory exceptions.

The organization shall also comply with applicable reporting requirements involving the Louisiana Attorney General.

Affected individuals will be provided with information and guidance where notification is legally required.

11. DATA RETENTION AND DELETION

We retain personal information only for as long as reasonably necessary to fulfill the purposes for which it was collected, unless a longer retention period is required or permitted by law.

Retention periods may depend on:

- The nature of the information.
- The purpose for which it was collected.
- Legal and regulatory requirements.
- Accounting and financial recordkeeping obligations.
- Grant and donor reporting requirements.
- Organizational operational needs.
- The resolution of disputes or legal claims.

When information is no longer required, we shall take reasonable steps to securely delete, destroy, or de-identify it, subject to applicable legal retention requirements.

12. YOUR PRIVACY RIGHTS AND CHOICES

Depending on applicable law and the nature of our relationship with you, you may have the right to:

- Request information about personal information we maintain about you.
- Request correction of inaccurate information.
- Request deletion of certain personal information.
- Withdraw consent where processing is based on consent.
- Unsubscribe from organizational newsletters and marketing communications.
- Request that your donor name not be publicly acknowledged.
- Ask questions about how your personal information is used or shared.

Requests may be submitted using the contact information provided in this policy.

We will review and respond to privacy requests in accordance with applicable law.

Certain records may be retained where legally required or where a lawful exception applies.

13. EMAIL COMMUNICATIONS AND NEWSLETTERS

Individuals who subscribe to our newsletters or request organizational updates may receive emails concerning:

- Organizational programs.
- Fundraising campaigns.
- Events and community activities.
- Volunteer opportunities.
- Organizational announcements.
- Educational and awareness initiatives.

Recipients may unsubscribe at any time by using the unsubscribe link included in our emails or by contacting the organization directly.

We will honor applicable email marketing requirements, including the CAN-SPAM Act where applicable.

Unsubscribing from promotional communications will not necessarily prevent essential administrative or transactional communications.

14. PHOTOGRAPHS, VIDEOS, AND TESTIMONIALS

The organization may publish photographs, videos, and testimonials relating to its programs, fundraising activities, and community engagement.

Where appropriate, permission will be obtained before publishing identifiable photographs, videos, or personal stories.

Additional safeguards shall apply when children or vulnerable individuals are involved.

We shall make reasonable efforts to avoid disclosing sensitive personal information or details that may compromise an individual's safety, dignity, or privacy.

Individuals may contact the organization to request that certain published content be reviewed or removed, subject to legal, contractual, and operational considerations.

15. SOCIAL MEDIA PRIVACY

Our organization may maintain social media accounts to communicate with supporters, donors, volunteers, beneficiaries, and community members.

When individuals interact with our social media pages, their information may also be collected and processed by the relevant social media platforms.

We do not control the privacy practices of these platforms.

Users should review the applicable privacy policies and settings of the social media services they use.

16. CONFIDENTIALITY OF BENEFICIARY INFORMATION

ACOH recognizes that beneficiaries may share sensitive information when applying for or receiving assistance.

We are committed to protecting beneficiary information, including personal circumstances, family details, program participation, and other sensitive records.

Access shall be restricted to authorized personnel with a legitimate organizational need.

Beneficiary information shall not be used for fundraising stories, publicity, photography, or other public communications without appropriate authorization and consideration of the individual's safety and dignity.

17. PRIVACY OF EMPLOYEES AND VOLUNTEERS

Personal information collected from employees, volunteers, and job applicants shall be used for legitimate employment, recruitment, administration, screening, and organizational purposes.

Such information shall be handled confidentially and in accordance with applicable employment and privacy requirements.

Access to personnel records shall be restricted to authorized organizational representatives.

18. CHANGES TO THIS PRIVACY POLICY

We reserve the right to amend or update this Privacy Policy when necessary to reflect:

- Changes in organizational operations.
- Changes in website functionality.
- New services or technologies.
- Changes in applicable privacy laws.
- Improvements to our data protection practices.

Any significant updates will be reflected by revising the "Last Updated" date on this page.

Visitors are encouraged to review this policy periodically.

19. CONTACT US

If you have questions, concerns, or requests relating to this Privacy Policy or the handling of your personal information, please contact us using the details below:

Organization Name: Angels Center of Hope

Email Address: angels@angelscenterofhope.org

Website: https://angelscenterofhope.org/

We welcome privacy-related inquiries and will make reasonable efforts to address them promptly.

20. ORGANIZATIONAL COMMITMENT

Angels Center of Hope is committed to respecting the privacy, dignity, and confidentiality of everyone who interacts with our organization.

We recognize that trust is essential to our mission and that responsible handling of personal information is an important part of serving our donors, beneficiaries, volunteers, employees, and communities.

We remain committed to maintaining appropriate privacy practices, protecting personal information, and complying with applicable legal requirements.

Approved by: Board of Directors

Organization Name: Angels Center of Hope

Effective Date: August 20,2006

Last Reviewed: January 5,2026