

By giving us your email address and/or mobile phone number and/or address, you are signing up to receive periodic emails, text messages and direct mail from Hope Community Services. You will be able to opt-out of receiving these at any time.

Privacy Policy

Your privacy is important to us. Our ongoing commitment to the protection of your privacy is essential to maintaining the relationship of trust that exists between Hope Community Services and our users.

Hope Community Services collects user submitted account information such as your email address to identify you and send you notifications related to the use of the services. HCS also collects user submitted location/address information. HCS also collects user submitted photos, reviews, and ratings. Some information collected is not explicitly submitted by the user: we log your browser-type related information, IP address, requested URL, referring URL, and timestamp.

How We Use Information

Your full name and email address may also be used when you send an email notification to a friend (such as in an invitation, or when sharing a review). We may also use your email address to send you updates or news regarding our site.

Browser-type related information, IP address, requested URL, referring URL, and timestamp data help us diagnose problems with our server, administer Hope Community Services, and otherwise provide the highest possible level of service to you. In addition, we use this information to perform statistical analyses of user behavior and characteristics in order to measure interest in and use of the various areas of the site and to inform advertisers of such information as well as the number of users that have been exposed to, or clicked on, their advertising banners.

We use return email addresses to answer the email we receive. We do not, however, sell, rent or trade our volunteer, administrator, nonprofit, or general newsletter email addresses to outside parties.

Please be aware that, to the extent required to provide our services, we share your Information with volunteers, or our Partners, as applicable:

- **For Donors**

Hope Community Services processes donations through Qgiv and/or PayPal. Their privacy policy can be found here:

<https://www.qgiv.com/privacy-policy/> / <https://www.paypal.com/us/webapps/mpp/ua/privacy-full>

Donor information is pulled from the Qgiv platform and saved on our donor database software - MatchMaker, which is housed on our internal server.

- **For Newsletter/Email Subscribers**

Hope Community Services utilizes Constant Contact for our email marketing. You can find their privacy policy here:

<https://www.constantcontact.com/forward/privacy-center>

We may use our email lists for sending out our newsletter and other Hope Community Services outbound communications.

- **Children's Privacy**

We welcome users of all ages, but we strongly encourage our users aged thirteen and under to use our services only with parental consent.

- **Cookies**

Cookies are tiny data files that Web sites commonly write to your hard drive when you visit them so that they can remember you when you visit. A cookie file contains information that can identify you anonymously and maintain your account's privacy. Our site uses cookies to maintain a user's identity between sessions so that the site can be personalized based on user preferences or a user's history. You can set your Web browser to prompt you before you accept a cookie, accept cookies automatically or reject all cookies. However, if you choose not to accept cookies from this Web site, then you may not be able to access and use all or part of this Web site or benefit from the information and services which it offers.

- **Third-party Access and Use**

Occasionally, a third-party service provider may be hired to help provide or improve the services we offer you. Sometimes it is necessary for these providers to have access to the Information we collect about you. In those cases, we take reasonable steps to ensure that these providers do not use or otherwise disclose any Information we collect about you except for the purpose of fulfilling their service obligations to us.

Your privacy is very important to us. Due to factors beyond our control, however, we cannot fully ensure that your Information will not be disclosed to third parties. For example, we may be legally obligated to disclose Information to the government or third parties under certain circumstances, or third parties may circumvent our security measures to unlawfully intercept or access your Personal Information.

- **Links**

This site contains links to other sites. Hope Community Services is not responsible for the privacy practices or the content of such Web sites.

Your Ability to Opt-out of Newsletters & Communications

Subscriptions to Hope Community Services newsletters/emails are optional and Hope community services allows volunteers, subscribers or other users to unsubscribe at any time. In each email, we provide instructions regarding how to opt-out from receiving future newsletter mailings. You can also email us at news@hcs-az.org to remove your name from our marketing data base and ensure that you will cease receiving future newsletters from us.

Our Commitment to Data Security

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of Information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the Information we collect online.

Changes to Policy

You should visit this page periodically to review any changes to the [Privacy Policy](#).

How to Contact Us

We appreciate your questions or comments about this privacy statement, the practices of this site, or your dealings with Hope Community Services. Please send email to news@hcs-az.org or you can send snail mail to: 13760 N 93rd Ave., Suite 101, Peoria, AZ 85381.