



## **Privacy Policy**

**SUMMARY:** HOPE Shelters engages personal data with utmost care. Your data will never be used differently from your expressed permitted use. This Privacy Policy explains how HOPE Shelters collects, uses, and discloses personal information.

**DONORS:** Data you provide is kept in secure storage and never shared with a 3<sup>rd</sup> party. If you utilize one of our online donation services, the link will take you to a secure website within its domain. The processor collects data to ensure your transaction safety and reports to us through secure communications. Your account data is never shared with us. You may delete your payment data with the processor. Any previous donation history will remain part of the financial history of HOPE Shelters. If you need assistance, please email [Contact@HopeShelter.org](mailto:Contact@HopeShelter.org) or call the administrative office at 248-481-4394.

**VOLUNTEERS:** Data you provide is kept in secure storage and never shared with a 3<sup>rd</sup> party. If you utilize our online volunteer scheduler to schedule your volunteer dates, the system only reports to us what you permit. The scheduler lists available dates and the chosen name for the volunteer/group. Your data is never shared with any other company. You may delete your information at any time. If you need assistance, please email [Contact@HopeShelter.org](mailto:Contact@HopeShelter.org) or call the administrative office at 248-481-4394.

**EMPLOYEES:** Data you provide is kept in secure storage and never shared with a 3<sup>rd</sup> party. We utilize an online payroll company to track time and process payroll. You may update your information at any time. Your data and employment history are securely kept private. If you need assistance, please email [Contact@HopeShelter.org](mailto:Contact@HopeShelter.org) or call the administrative office at 248-481-4394.

**SHELTER GUESTS:** Data you provide is kept in secure storage and never shared with a 3<sup>rd</sup> party. Your data is securely stored using HMIS (Homeless Management Information System) database. Only information necessary to provide services is stored in this database. You have the right to correct any errors or limit access. If you need assistance, please email [Contact@HopeShelter.org](mailto:Contact@HopeShelter.org) or call the administrative office at 248-481-4394.

**TEXTING:** If you wish to communicate with text messages, request a phone number to access this feature. You must send "ADD" to the provided number to enroll in texting. To discontinue texting, send "STOP" to the same number. HOPE Shelters will only utilize text communications with those who initiate texting. This will also be presented to shelter guests during the intake process. If you need assistance, please email [Contact@HopeShelter.org](mailto:Contact@HopeShelter.org) or call the administrative office at 248-481-4394.