

## Privacy Policy

At **S.O.U.L. Outreach**, we value your privacy and are committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, and safeguard your data when you visit our website or engage with our services.

### 1. Information We Collect

We collect both personal and non-personal information from you when you interact with our website or participate in our activities. The types of information we may collect include:

- **Personal Information:** When you make a donation, sign up for our newsletter, volunteer, or contact us, you may provide personal information such as your name, email address, phone number, mailing address, and payment details.
- **Non-Personal Information:** We may collect non-identifying information such as browser type, pages visited, time spent on the site, and other statistical data via cookies and other tracking technologies.

### 2. How We Use Your Information

We may use the information collected in the following ways:

- **To Process Donations:** We use your personal information to process and acknowledge your donations.
- **Communication:** We use your contact information to send updates about our events, programs, and initiatives. You can unsubscribe from our communications at any time.
- **Volunteer Engagement:** If you sign up to volunteer, we may use your information to coordinate volunteer activities.
- **Improve User Experience:** We may use non-personal information to analyze how users interact with our website, so we can improve our services and site functionality.

### 3. How We Protect Your Information

We take appropriate measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction. These measures include encryption, secure servers, and access controls.

However, no method of transmission over the internet or electronic storage is 100% secure, and while we strive to protect your information, we cannot guarantee absolute security.

#### **4. Sharing Your Information**

We do not sell, trade, or rent your personal information to third parties. We may share your information under the following circumstances:

- **Service Providers:** We may share information with trusted third-party service providers who help us operate our website, process donations, or manage events. These providers are obligated to protect your information and only use it as necessary to perform their services.
- **Legal Obligations:** We may disclose personal information if required by law or in response to a valid request by authorities.

#### **5. Cookies and Tracking Technologies**

Our website uses cookies to enhance your experience. Cookies are small text files stored on your device that help us remember your preferences and understand how you interact with our site. You can adjust your browser settings to refuse cookies, but this may affect the functionality of certain features on our site.

#### **6. Links to Third-Party Sites**

Our website may contain links to third-party websites. S.O.U.L. Outreach is not responsible for the privacy practices or content of these websites. We encourage you to review the privacy policies of any external sites you visit.

#### **7. Children's Privacy**

Our website is not intended for children under the age of 13, and we do not knowingly collect personal information from children. If we discover that we have collected information from a child under 13, we will promptly delete it.

## **8. Your Rights**

You have the right to:

- Access and request copies of your personal information.
- Request that we correct any inaccuracies in your personal information.
- Request the deletion of your personal information.
- Opt-out of receiving communications from us.

To exercise any of these rights, please contact us at the email or mailing address provided below.

## **9. Changes to This Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The updated policy will be posted on our website with a new "Last Updated" date.

## **10. Contact Us**

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

- Email: [souloutreachservices@gmail.com](mailto:souloutreachservices@gmail.com)
- Phone: 407-815-5351
- Address: 1317 Edgewater Dr #3773, Orlando, FL 32804

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