Hoving Home

WEBSITE PRIVACY POLICY

Effective date: November, 2026

Our commitment to your privacy

Walter Hoving Home, Inc., doing business as Hoving Home ("Hoving Home," "we," "us," or "our"), respects your privacy. Caring for the information entrusted to us is part of caring for the women, families, donors, volunteers, and partners we serve.

This policy explains how we collect, use, and disclose personal information through hovinghome.org and online forms and services we operate or use in connection with our website. Third-party platforms may also have their own privacy notices. This policy does not replace separate privacy notices or confidentiality requirements that apply to admissions or resident records.

1. Information you provide

We collect information you choose to provide when you contact us, request help, complete a screening or application, donate, register for an event, purchase an item, volunteer, or subscribe to updates. Depending on your interaction, this may include:

- Contact details, such as your name, mailing address, email address, and phone number.
- Donation, purchase, event registration, billing, shipping, and communication preference information.
- Information provided in messages, applications, referrals, or other forms, including information about a person seeking help.
- Sensitive information you provide in an admissions inquiry, such as substance use, health, family circumstances, or other personal needs.

Please provide only information needed for your request. Do not send Social Security numbers, financial account details, or detailed medical records through general contact forms or ordinary email. If you are sharing information about someone else, share only what you are authorized to provide.

2. Information collected automatically

When you visit our website, we and the providers supporting the website may collect technical and usage information, such as your IP address, browser and device type, pages visited, referring website, and visit dates and times. Cookies and similar technologies may support website functions, security, and analysis of website use. Some of this information may identify you or be associated with other information about you.

3. How we use information

We use personal information to respond to requests; evaluate admissions inquiries; communicate about program options; process donations, purchases, and registrations; provide receipts; coordinate volunteers; maintain records; and send ministry updates, fundraising appeals, and event information consistent with your preferences and applicable law.

We also use information to maintain and improve our website and services, prevent fraud or misuse, protect people and systems, and meet legal, accounting, and reporting obligations. Where consent is required for a particular use, we will seek it.

4. When information is disclosed

We may disclose information to providers that help us operate our website, host forms, process transactions, maintain records, deliver communications, or support events. These disclosures are for services supporting Hoving Home, subject to appropriate confidentiality and use restrictions.

We may also disclose information with your authorization, when required or permitted by applicable law, or as lawfully necessary to respond to legal process or protect the safety and rights of individuals or Hoving Home. These circumstances remain subject to any additional restrictions applicable to sensitive records.

We do not sell or rent donor personal information or provide donor mailing lists to other organizations for their independent fundraising or marketing. Service providers may receive information needed to support our operations as described above.

5. Donations and online payments

Online transactions may be handled by third-party payment or fundraising platforms. Payment details you enter are handled according to the platform's privacy and security practices. We receive information needed to record your transaction, provide acknowledgment, and support donor or customer service. Please review the privacy notice displayed by the platform when making a payment.

6. Requests for help and sensitive information

Information submitted in an admissions inquiry is used to respond to your request, understand your needs, and coordinate appropriate next steps. Access should be limited to authorized personnel and providers who need the information for these purposes, subject to applicable confidentiality requirements.

Submitting an inquiry does not authorize publication of your name, story, photograph, or program participation. Separate permission is required before we use an identifiable personal story or image publicly.

Our website and email are not emergency response services. For an urgent admissions question, call (845) 274-3812.

7. Your communication choices

You may unsubscribe from promotional emails using the link in those emails. To request changes to postal mail or phone communications, contact us using the information below. We may still send transaction receipts or communications needed to respond to your request or administer a service you requested.

8. Cookies, analytics, and browser signals

You can manage or delete cookies through your browser settings. Restricting cookies may affect website features. Browser settings do not necessarily control tracking within third-party platforms.

[Before posting, insert the verified names and purposes of analytics or advertising tools, whether third parties collect information across websites, and any available cookie consent or opt-out controls. If no such tools operate, state that accurately.]

[Before posting, insert the website's verified response to browser Do Not Track signals and any legally applicable universal opt-out signals, such as Global Privacy Control. Do not claim that a signal is honored unless the website actually implements it.]

9. Access, correction, and privacy requests

Contact us to request access to, correction of, or deletion of personal information, or to ask about applicable privacy choices. Depending on your location and the laws that apply to Hoving Home, you may have additional rights. We will evaluate and respond to requests as required by applicable law and may need to verify your identity.

Some records must be retained for legal, financial, security, or program purposes. Please do not send identity documents or sensitive records by ordinary email unless we have arranged an appropriate way to receive them.

10. Security and retention

We use reasonable administrative, technical, and physical safeguards appropriate to the information we handle. No website, email system, or method of electronic storage is completely secure.

We retain personal information for as long as reasonably needed for the purposes described in this policy, including ongoing relationships, recordkeeping, legal obligations, and resolution of disputes. Retention periods vary by the type of information and applicable requirements.

11. Children's privacy

Our website is not directed to children under 13, and we do not knowingly collect personal information directly from children under 13 through the website. If you believe a child under 13 has submitted information, contact us so we can review and address it. Information an authorized parent or guardian provides about a child in connection with family services is handled under applicable program and confidentiality requirements.

12. Third-party links and services

Our website may link to or use third-party services for forms, donations, events, videos, or social media. Those providers may collect information under their own privacy notices. Review their notices before submitting information or using their services.

13. Changes to this policy

We may update this policy as our practices or legal requirements change. The effective date above identifies the current version. For material changes, we will provide additional notice and obtain consent where required by applicable law.

14. Contact us

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