

Privacy Policy

Last Updated: February 12, 2025

SOFESA ("we," "us," or "our") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, and safeguard your data when you interact with our website, programs, and services. SOFESA maintains strict privacy policies, ensuring that personal information and mobile information of our users and members is not sold, shared, rented, released, or traded to third parties for marketing/promotional purposes.

1. Information We Collect

We collect different types of information to better serve our community, including:

- **Personal Information:** Name, email address, mailing address, phone number, donation history, and other details you provide when you sign up for newsletters, donate, or participate in events.
- **Non-Personal Information:** Browser type, IP address, pages visited, and device information collected through cookies and similar technologies.
- **Sensitive Information:** If required, we may collect limited sensitive information (e.g., religious affiliation, volunteer preferences) but only with your explicit consent.

2. How We Use Your Information

We use the information we collect for the following purposes:

- To process donations and issue tax receipts.
- To communicate with you about events, programs, and updates.
- To improve our website, outreach efforts, and community programs.
- To comply with legal obligations and protect SOFESA's rights.

We **do not** sell, trade, or rent your personal information to third parties.

3. How We Share Information

We may share your information only in the following situations:

- **Service Providers:** Third-party vendors that help us process donations, manage our website, or support our operations (e.g., payment processors, email services).
- **Legal Compliance:** If required by law, such as responding to subpoenas or legal requests.
- **With Your Consent:** When you explicitly allow us to share your information for specific purposes.

4. Data Security

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We implement industry-standard security measures to protect your personal information. However, no data transmission or storage system can be 100% secure, so we cannot guarantee absolute security.

5. Your Privacy Rights (California Residents)

If you are a California resident, you have the following rights under the **California Consumer Privacy Act (CCPA)**:

- **Right to Know:** Request details about the personal information we collect and how we use it.
- **Right to Delete:** Ask us to delete your personal data, subject to legal exceptions.
- **Right to Opt-Out:** If we engaged in data sales (which we do not), you could opt out.
- **Non-Discrimination:** We will not deny services or benefits for exercising your privacy rights.

To exercise your rights, email us at info@sofesa.org or call **310-957-2995**.

6. Cookies & Tracking

We use cookies and similar tracking technologies to improve website performance. You can control cookie settings through your browser preferences.

7. Children's Privacy

Our services are not directed at children under 13. We do not knowingly collect personal information from children. If we become aware of such collection, we will delete the data.

8. SMS Opt-Out

If you are receiving text messages from us and wish to stop receiving them, simply respond with either "STOP" to the number from which you received the message. Once we receive your message, you will no longer receive further text messages from us.

9. SMS Terms and Conditions

1. Brand Name: SOFESA
2. As a consumer, you may receive different types of message including but not limited to Transactional Messages, Promotional Messages, Customer Service

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& Support Messages, Event Notifications & Reminders, Billing & Payment Alerts, Survey & Feedback Requests, and Legal & Compliance Notifications.

3. You can cancel the SMS service at any time. Simply text "STOP" to the number provided. Upon sending "STOP," we will confirm your unsubscribe status via SMS. Following this confirmation, you will no longer receive SMS messages from us. To rejoin, sign up as you did initially, and we will resume sending SMS messages to you.
4. If you experience issues with the messaging program, reply with the keyword HELP for more assistance, or reach out directly to info@sofesa.org
5. Carriers are not liable for delayed or undelivered messages.
6. As always, message and data rates may apply for messages sent to you from us and to us from you. Message frequency varies. For questions about your text plan or data plan, contact your wireless provider.

10. Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be posted on our website with the updated date.

11. Contact Us

If you have any questions about this Privacy Policy, please contact us at:

Email: info@sofesa.org

Phone: **310-957-2995**