HOPE BEYOND BRIDGES

PRIVACY POLICY

Last Updated: August 14, 2026

This Privacy Policy for Hope Beyond Bridges ("HBB," "we," "us," or "our") describes how and why we may access, collect, store, use, and/or share ("process") your personal information when you:

- Visit our website at https://hopebeyondbridges.org or any website of ours that links to this Privacy Policy
- Download and use our Facebook application (Hope Beyond Bridges), or any other application of ours that links to this Privacy Policy
- Opt in to receive text messages (SMS) from us, as further described in our SMS Terms and Conditions
- Engage with us in other related ways, including sales, donations, volunteering, marketing, or events

Questions or concerns? Reading this Privacy Policy will help you understand your privacy rights and choices. We are responsible for making decisions about how your personal information is processed. If you do not agree with our policies and practices, please do not use our Services. If you have questions, please contact us at Admin@HopeBeyondBridges.org.

SUMMARY OF KEY POINTS

This summary provides key points from our Privacy Policy. You can find more detail on any topic in the numbered sections below.

- **What personal information do we process?** When you visit, use, or navigate our Services, we may process personal information depending on how you interact with us, the choices you make, and the features you use. See Section 1.
- **Do we process sensitive personal information?** Some information may be considered "special" or "sensitive" in certain jurisdictions — for example, racial or ethnic origin, sexual orientation, and religious beliefs. We do not process sensitive personal information.
- **Do we collect information from third parties?** We do not collect personal information about you from third parties.
- **How do we process your information?** We process your information to provide, improve, and administer our Services, communicate with you, process donations, prevent fraud, and comply with the law. See Section 2.
- **When and with whom do we share personal information?** We may share information in specific situations and with specific service providers, such as our email/SMS platform, analytics provider, and payment processor. See Section 4.
- **How do we keep your information safe?** We have organizational and technical processes in place to protect your personal information, although no method of transmission or storage is 100% secure. See Section 7.
- **What are your rights?** Depending on where you live, applicable privacy law may give you certain rights regarding your personal information. See Sections 9 and 11.

- **How do you exercise your rights?** The easiest way is by contacting us at Admin@HopeBeyondBridges.org. We will consider and act on any request in accordance with applicable data protection laws.

1. WHAT INFORMATION DO WE COLLECT?

Personal information you disclose to us

In Short: *We collect personal information that you provide to us.*

We collect personal information that you voluntarily provide to us when you express interest in learning about HBB or our programs, participate in activities on our Services (such as volunteering or events), make a donation, opt in to text messages, or otherwise contact us. The personal information we collect may include:

- Names
- Phone numbers
- Email addresses
- Mailing addresses (for example, when you sign up to volunteer or receive mail updates)
- Payment and donation information (processed on our behalf by our donation payment processor; see Section 4)

Sensitive Information. We do not process sensitive personal information.

Application Data. If you use our application(s), we may also collect the following if you choose to provide us with access or permission: Push Notifications — we may request to send you push notifications regarding your account or certain features of the application(s). You may turn these off at any time in your device's settings. This information is used to maintain the security and operation of our application(s), for troubleshooting, and for internal analytics and reporting.

All personal information you provide to us must be true, complete, and accurate, and you must notify us of any changes.

Google API

Our use of information received from Google APIs adheres to the Google API Services User Data Policy, including its Limited Use requirements.

Information collected when you use our Facebook application(s)

By default, we access your Facebook basic account information, including your name, email, gender, birthday, current city, and profile picture URL, as well as other information you choose to make public. We may also request access to other permissions, such as friends, check-ins, and likes, and you may choose to grant or deny each permission individually.

2. HOW DO WE PROCESS YOUR INFORMATION?

In Short: *We process your information to provide, improve, and administer our Services, communicate with you, process donations, for security and fraud prevention, and to comply with law. We may also process your information for other purposes only with your consent.*

We process your personal information for a variety of reasons, depending on how you interact with our Services, including:

- **To send you marketing and promotional communications.** We may process the personal information you send us for marketing purposes, including by email and text message, in accordance with your marketing preferences. You can opt out at any time — see Section 9.
- **To process your donation.** We may process your information, including payment information, to process and acknowledge your gift and maintain accurate donor records.
- **To administer volunteer and event participation.** We use your contact information to coordinate volunteer opportunities, Saturday outreach, and other events.
- **To determine the effectiveness of our marketing and outreach.** We may process your information to better understand how to provide communications that are most relevant to you.
- **To comply with our legal obligations.** We may process your information to comply with legal obligations, respond to legal requests, and exercise, establish, or defend our legal rights.

3. WHAT LEGAL BASES DO WE RELY ON TO PROCESS YOUR INFORMATION?

In Short: *We only process your personal information when we have a valid legal reason to do so — such as your consent, to comply with the law, to fulfill contractual obligations, to protect your rights, or to fulfill our legitimate business interests.*

If you are located in Canada, this section applies to you.

We may process your information if you have given us specific permission (express consent) to use your personal information for a specific purpose, or in situations where your permission can be inferred (implied consent). You can withdraw your consent at any time — see Section 9.

In some exceptional cases, we may be legally permitted to process your information without your consent, including, for example:

- If collection is clearly in the interests of an individual and consent cannot be obtained in a timely way
- For investigations and fraud detection and prevention
- For business transactions, provided certain conditions are met
- If disclosure is required to comply with a subpoena, warrant, or court order
- If the collection is solely for journalistic, artistic, or literary purposes
- If the information is publicly available and specified by regulation

4. WHEN AND WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?

In Short: *We may share information in the situations described below and with the service providers listed below.*

We may need to share your personal information in the following situations:

- **Business Transfers.** We may share or transfer your information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our organization.

- **Google Maps Platform APIs.** We may share your information with certain Google Maps Platform APIs (e.g., Google Maps API, Places API) to help provide directions and location-based features.

Service providers we use

We use a limited number of third-party service providers to help us operate our Services and communicate with you. We do not sell, rent, or share your personal information with these providers for their own independent marketing purposes — we share only what is necessary for them to perform services on our behalf:

- **Mailchimp —** for email marketing and SMS text message communications. See Mailchimp's Customer Data Notice for more information.
- **Google Analytics —** to help us understand how visitors interact with our website. See Google's Privacy Policy for more information.
- **SofterWare —** as our donation and payment processor. SofterWare processes payment information in accordance with its own privacy policy; HBB does not store your full payment card information.

We may also share your personal information if necessary to comply with applicable law, respond to a subpoena, search warrant, or other lawful request, or to otherwise protect our rights.

5. DO WE USE COOKIES AND OTHER TRACKING TECHNOLOGIES?

In Short: *We may use cookies and other tracking technologies to collect and store your information.*

We may use cookies and similar tracking technologies (like web beacons and pixels) to gather information when you interact with our Services. Some tracking technologies help us maintain security, prevent crashes, fix bugs, save your preferences, and support basic site functions.

We also permit service providers to use online tracking technologies on our Services for analytics, including to help us understand how our website is used. To the extent these technologies are deemed a "sale" or "sharing" under applicable US state law, you can opt out as described in Section 11.

Google Analytics

We share your information with Google Analytics to track and analyze use of our Services. To opt out of Google Analytics tracking, visit tools.google.com/dlpage/gaoptout. For more on Google's privacy practices, visit the Google Privacy & Terms page.

6. HOW LONG DO WE KEEP YOUR INFORMATION?

In Short: *We keep your information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer period is required by law.*

We will only keep your personal information for as long as necessary for the purposes set out in this Privacy Policy, unless a longer retention period is required or permitted by law (such as tax, accounting, or other legal requirements). No purpose in this Policy requires us to keep your personal information longer than is reasonably needed for that purpose.

When we have no ongoing legitimate business need to process your personal information, we will delete or anonymize it, or, if that is not possible, securely store it and isolate it from further processing until deletion is possible.

7. HOW DO WE KEEP YOUR INFORMATION SAFE?

In Short: *We aim to protect your personal information through a system of organizational and technical security measures.*

We have implemented reasonable technical and organizational security measures designed to protect the personal information we process. However, no electronic transmission over the internet or information storage technology can be guaranteed 100% secure, so we cannot promise that unauthorized third parties will never be able to defeat our security. Transmission of personal information to and from our Services is at your own risk; you should only access the Services within a secure environment.

8. DO WE COLLECT INFORMATION FROM MINORS?

In Short: *We do not knowingly collect data from or market to children under 18 years of age.*

We do not knowingly collect, solicit data from, or market to children under 18 years of age, nor do we knowingly sell such personal information. By using the Services, you represent that you are at least 18, or that you are the parent or guardian of a minor and consent to that minor's use of the Services. If we learn that personal information from a user under 18 has been collected, we will deactivate the account and take reasonable measures to promptly delete such data. If you become aware of any data we may have collected from a child under 18, please contact us at Admin@HopeBeyondBridges.org.

9. WHAT ARE YOUR PRIVACY RIGHTS?

In Short: *Depending on your state of residence in the US or in some regions, such as Canada, you have rights that give you greater access to and control over your personal information.*

In some regions, you have certain rights under applicable data protection laws, which may include the right to (i) request access to and a copy of your personal information; (ii) request rectification or erasure; (iii) restrict processing of your personal information; (iv) data portability; and (v) not be subject to solely automated decision-making. You may exercise these rights by contacting us using the details in Section 13.

Withdrawing your consent

If we are relying on your consent to process your personal information, you have the right to withdraw it at any time by contacting us. This will not affect the lawfulness of processing before your withdrawal.

Opting out of marketing and promotional communications

You can unsubscribe from our marketing and promotional communications at any time by clicking the unsubscribe link in our emails, replying "STOP" or "UNSUBSCRIBE" to our text messages, or contacting us using the details in Section 13. You will then be removed from the applicable marketing lists; we may still send you non-marketing, service-related messages.

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Sharing with subcontractors that support our services (such as customer service) is permitted. All other categories exclude text message originator opt-in data and consent; this information will not be shared with third parties.

Cookies and similar technologies

Most web browsers accept cookies by default. You can usually set your browser to remove or reject cookies; doing so could affect certain features of our Services.

10. CONTROLS FOR DO-NOT-TRACK FEATURES

Most web browsers and some mobile operating systems include a Do-Not-Track ("DNT") feature you can activate to signal your preference not to have your online browsing activity monitored and collected. Because no uniform technology standard for DNT signals has been finalized, we do not currently respond to DNT signals. California law requires us to disclose this. If a standard for online tracking is adopted that we must follow, we will update this Privacy Policy.

11. DO UNITED STATES RESIDENTS HAVE SPECIFIC PRIVACY RIGHTS?

In Short: *If you are a resident of California, Colorado, Connecticut, Delaware, Florida, Indiana, Iowa, Kentucky, Maryland, Minnesota, Montana, Nebraska, New Hampshire, New Jersey, Oregon, Rhode Island, Tennessee, Texas, Utah, or Virginia, you may have rights to access, correct, obtain a copy of, or delete your personal information, and to withdraw consent to our processing of it. These rights may be limited in some circumstances by applicable law.*

Categories of personal information we collect

The table below shows the categories of personal information we have collected in the past twelve (12) months. It is illustrative and does not necessarily reflect the personal information we have collected from you specifically.

Category	Examples	Collected
A. Identifiers	Real name, alias, postal address, phone number, email address, IP address, and other online identifiers	No
B. Personal information (Cal. Customer Records statute)	Name, contact information, education, employment, and financial information	No
C. Protected classifications	Gender, age, date of birth, race and ethnicity, national origin, marital status, and other demographic data	No
D. Commercial information	Transaction information, purchase history, and payment information	No
E. Biometric information	Fingerprints and voiceprints	No
F. Internet or network activity	Browsing history, search history, and interactions with our website	No
G. Geolocation data	Device location	No
H. Audio, electronic, or similar information	Images, audio, video, or call recordings	No
I. Professional or employment information	Business contact details, job title, and work history	No
J. Education information	Student records and directory information	No
K. Inferences	Inferences drawn to create a profile of preferences or characteristics	No
L. Sensitive personal information	—	No

We may also collect other personal information outside these categories in the context of receiving help through our support channels, participation in surveys, or facilitating our Services and responding to your inquiries. Category H (audio/video, e.g., event photos) is retained for no longer than 30 days beyond its purpose unless otherwise required.

Will your information be shared with anyone else?

We may use your personal information for our own business purposes, such as internal research and development. This is not considered "selling" your personal information. We have not disclosed, sold, or shared any personal information to third parties for a business or commercial purpose in the preceding twelve (12) months, and we will not sell or share personal information belonging to website visitors, users, and other consumers.

Your rights

You have rights under certain US state data protection laws, though these rights are not absolute. They include:

- Right to know whether or not we are processing your personal data
- Right to access your personal data
- Right to correct inaccuracies in your personal data
- Right to request deletion of your personal data
- Right to obtain a copy of the personal data you previously shared with us
- Right to non-discrimination for exercising your rights
- Right to opt out of processing for targeted advertising, the sale of personal data, or certain profiling

Depending on your state, you may also have the right to obtain a list of categories or specific third parties to which we have disclosed personal data, review and correct profiling, limit use of sensitive personal data, and opt out of certain biometric data collection, as permitted by applicable law.

How to exercise your rights

To exercise these rights, contact us by emailing Admin@HopeBeyondBridges.org or by referring to the contact details in Section 13. We will honor your opt-out preferences if you enact the Global Privacy Control (GPC) signal on your browser. Under certain state laws, you can designate an authorized agent to make a request on your behalf; we may require proof of authorization.

Request verification and appeals

Upon receiving your request, we will need to verify your identity. If we cannot verify your identity from information we already maintain, we may request additional information for verification, security, or fraud-prevention purposes. Under certain state laws, if we decline to act on your request, you may appeal by emailing Admin@HopeBeyondBridges.org; we will respond in writing, and if your appeal is denied, you may submit a complaint to your state attorney general.

California "Shine the Light" law

California Civil Code Section 1798.83 permits California residents to request, once a year and free of charge, information about categories of personal information (if any) we disclosed to third parties for direct marketing purposes and the names and addresses of those third parties. To make such a request, contact us using the details in Section 13.

12. DO WE MAKE UPDATES TO THIS POLICY?

In Short: *Yes, we will update this Policy as necessary to stay compliant with relevant laws.*

We may update this Privacy Policy from time to time. The updated version will be indicated by an updated "Last Updated" date at the top of this Privacy Policy. If we make material changes, we may notify you by prominently posting a notice or by directly notifying you. We encourage you to review this Privacy Policy periodically.

13. HOW CAN YOU CONTACT US ABOUT THIS POLICY?

If you have questions or comments about this Privacy Policy, you may email us at Admin@HopeBeyondBridges.org or contact us by post at:

Hope Beyond Bridges

4008 Louetta Rd #145, Spring, TX 77388, United States

Email: Admin@HopeBeyondBridges.org

14. HOW CAN YOU REVIEW, UPDATE, OR DELETE THE DATA WE COLLECT FROM YOU?

Based on applicable law in your country or state of residence, you may have the right to request access to the personal information we collect from you, details about how we have processed it, correction of inaccuracies, or deletion of your personal information. You may also have the right to withdraw your consent to our processing of your personal information. These rights may be limited in some circumstances by applicable law. To make such a request, please contact us using the details in Section 13.

Grace & peace