**Mobile Terms of Service**

**Northridge Church Communications**

*Last Revised: March 30, 2022*

1. You may have the opportunity to receive SMS or “text” messages from Northridge Church. By opting in to receive SMS messages from Northridge Church about informational updates about services, activities, or resources requested, we may have to validate your identity.
2. The following four use cases describe the kinds of interactions you can have with Northridge Church via text.
   1. Signups

You may see or hear in one of our services or on our website about an activity or event at Northridge Church that you would like to sign up to get more information about, or to actually participate in. As an example, you read about baptism on our website and you would like more information to begin the process of getting baptized. The information you were reading asks you to text “BAPTISM” to 585000, and you receive a response text from us that provides you a link to a web page that gives you more details and allows you to sign up for that next step.

Your consent for us to respond to your texts is implied, however **you may stop texting at any point, and we will no longer text you.**

* 1. Subscriptions

You hear or see in one of our services or on our website about an opportunity to subscribe to a service offered by Northridge Church. For example, you read on our website about weekly Equip emails that provide helpful information and support for your growing faith. You text the word “EQUIP” to 585000 and receive a text back from us asking for your name and email so we can send the weekly Equip information to you.

You opt in to that service by providing the information requested via text, or **you may decline to provide the information by not replying to our text, and we will no longer text you.**

* 1. Promotions

From time to time Northridge Church will promote activities or resources that we intend to be helpful to your faith journey. You may hear about it in a live service or on our website. For example, you read about Community Groups on our web page and want to see about participating in one. You text “GROUPS” to 585000 and are given a link via return text to a website that helps you find a new group.

Your consent for us to respond to your texts is implied, however **you may stop texting at any point, and we will no longer text you.**

* 1. Donations

You may hear or see in our service or on our website that if you wish to make a donation to Northridge Church at any time, you can text the keyword “GIVE” to 585000. Upon receiving your text we will provide you a text to opt into our text-to-give service. When you opt in by replying to that text, we will send you donation links that will take you to our donation site. You may text GIVE any time you wish to make a donation.

**You may opt out by replying STOP when indicated in the text, or you can stop texting GIVE, and we will no longer text you.**

1. When you opt in to receive communications from Northridge Church, you knowingly consent to Northridge Church using your cell phone number or mobile device number in accordance with this Policy. By opting in and providing your number, you represent that you have the authority to agree to receive text messages at the telephone number that you provide to Northridge Church, or from which you sent the text message request to us.
2. You further acknowledge that no purchase is required to opt into this service, and you may opt out at any time by following the instructions below.
3. Message frequency will vary. The number of messages you receive is dependent on the information you are requesting.
4. **To discontinue receiving text messages from Northridge Church at any time, reply STOP to 585000 or call (585) 338-7810 x101.** After you send the SMS message "STOP" to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, just sign up as you did the first time and we will start sending SMS messages to you again.
5. For help, reply HELP or text HELP to 585000 or call (585) 338-7810 x101.
6. Any such communications you receive from us will be administered in accordance with your preferences and this Policy. Information collected will not be shared with third parties for marketing purposes.
7. Carriers are not liable for delayed or undelivered messages.
8. As always, message and data rates may apply for any messages sent to you from us and to us from you. If you have any questions about your text or data plan, it is best to contact your wireless provider.
9. If you have any questions regarding privacy, please read our Privacy Policy which, along with these Terms of Service, can be found at [www.northridgerochester.com/policies](file:///C:\Users\Jeff%20Mapes%20local\Documents\NC\www.northridgerochester.com\policies).

**Privacy Policy**

**Northridge Church Communications**

*Last Revised: December 22, 2021*

Northridge Church (“Northridge Church,” “we,” “us,” and “our,”) respects your privacy and is committed to protecting your privacy through our compliance with this Electronic Communications Privacy Policy (the “Policy”). This Policy should be read in conjunction with our Mobile Terms of Service, which is incorporated by reference and shown above.

**THIS POLICY DESCRIBES:**

* The types of information we collect from you or that you may provide when you visit our website at NorthridgeRochester.com as well as any websites and blogs directly owned by Northridge Church (collectively, our “Website”).
* Our practices for collecting, using, maintaining, protecting, and disclosing that information.

This Policy applies to information we collect on this Website or in emails and other electronic messages between you and Northridge Church (e.g. texts), and information gathered when you interact with our advertising on third-party websites if such advertisements include links to this Policy.

This Policy does not apply to information collected by us offline or through any other third party through any application or content (including advertising) that may link to or be accessible from the Website (for further information, see below, “Third-Party Websites”).

Please read this Policy carefully to understand our practices regarding your information and how we will treat it. If you do not agree with our policies and practices, then please do not use our Website. By using our Website, you agree to the terms of this Policy. This Policy may change from time to time (see below, “Changes to this Policy”). Your continued use of our Website after we make changes is deemed to be acceptance of those changes, so please check the Policy periodically for updates.

**WHAT WE COLLECT AND HOW WE COLLECT IT**

To ensure that we provide you with the best possible experience, we will store, use, and share information about you in accordance with this Policy.

**INFORMATION YOU PROVIDE TO US**

Personal Information is any information that can be used to individually identify you from a larger group, such as data including, but not limited to, your:

* first and last name;
* email address;
* gender;
* home phone number;
* mobile phone number;
* marital status;
* age;
* credit card information;
* mailing address; and
* comments or messages provided in free text boxes.

You may provide us Personal Information when you:

* request information;
* register for an event;
* make a donation;
* join a group;
* subscribe to our emails or texts; and
* register yourself with the Website.

The information that you provide in each case will vary. In some cases, you may be able to provide Personal Information via email or free text boxes, such as contacting Northridge Church to request further information. When providing your Personal Information, please provide only relevant information and do not provide unnecessary sensitive information, such as Social Security numbers or other sensitive personal data. Additionally, we may ask you to create a username and password that should only be known to you.

Please understand that any credit card information collected through the website will neither be processed nor stored by Northridge Church. Instead, all credit card information you provide will be processed and stored by a trusted third-party PCI-DSS compliant processor.

**AUTOMATED INFORMATION COLLECTION**

In addition to the information that you provide to us, we may also collect information about you during your visit to our Website or from text exchanges. We collect this information using automated tools that are detailed below. These tools may collect information about your behavior and your computer system, such as your internet address (IP Address), the pages you have viewed, and the actions you have taken while using the Website.

The information we collect automatically is statistical data and does not include Personal Information. It helps us to improve our Website and to deliver a better and more personalized service, including by enabling us to:

* Estimate our audience size and usage patterns.
* Store information about your preferences, allowing us to customize our Website according to your individual interests.
* Speed up your searches.
* Recognize you when you return to our Website.

Some of the tools we use to automatically collect information about you may include:

* Cookies. A “cookie” is a small data file transmitted from a website to your device’s data storage. Cookies are usually defined in one of two ways, and we may use either (or both) of them: (1) session cookies, which do not stay on your device after you close your browser, and (2) persistent cookies, which remain on your device until you delete them or they expire.
* Chatbots

Of course, if you do not wish to have cookies on your devices, you may turn them off at any time by modifying your internet browser’s settings. However, by disabling cookies on your device, you may be prohibited from full use of the Website’s features or lose access to some functionality. You may also receive cookies from third parties, but Northridge Church cannot control the content of these cookies.

**YOUR CHOICES AND SELECTING YOUR PRIVACY PREFERENCES**

We want to provide you with relevant information that you have requested.

If we provide subscription-based services, such as email newsletters, we will allow you to make choices about what information you provide at the point of information collection or at any time after you have received a communication from us while you are subscribed. Transactional or service-oriented messages are usually excluded from such preferences, as such messages are required to respond to your requests or to provide goods and services, and are not intended for the purposes of marketing.

We will not intentionally send you email newsletters and marketing emails unless you consent to receive such marketing information. After you request to receive these emails, you may opt out of them at any time by selecting the “unsubscribe” link at the bottom of each email. Please note that by opting out or unsubscribing you may affect other services you have requested we provide to you, in which email communication is a requirement of the service provided.

Text Messaging. You may have the opportunity to receive SMS or “text” messages, pre-recorded voice messages or auto-dialed phone calls from Northridge Church, its affiliates and related entities as well as third parties. Please see the Mobile Terms of Service policy above for more details.

**ACCURACY AND ACCESS TO YOUR PERSONAL INFORMATION**

When you use any of our services, we make good faith efforts to provide you with access to your Personal Information and opportunities to correct or delete such data. We have processes in place to maintain all of our information in accordance with relevant data governance frameworks and legal requirements. We employ technologies designed to help us maintain information accuracy on input and processing.

Where we can provide you access to your Personal Information in our possession, we will always ask you for a username and password to help protect your privacy and security. We recommend that you keep your password safe, that you change it periodically, and that you do not disclose it to any other person or allow any other person to use it.

To view and change the Personal Information that you have provided to us, you can log in to your account and follow the instructions on that webpage, or contact us directly at [webmaster@NorthridgeRochester.com](mailto:webmaster@NorthridgeRochester.com) for assistance.

**INFORMATION OF MINORS**

We do not intentionally seek to gather information from individuals under the age of 13. We do not target the Website to minors, and would not expect them to be engaging with our Website or services. We encourage parents and guardians to provide adequate protection measures to prevent minors from providing information unwillingly on the internet. In some instances, parents or guardians may be able to provide Personal Information relating to their child. If you provide any information relating to a minor, you warrant and represent you have all requisite authorizations and consents to do so, as required under the Children’s Online Privacy Protection Act. If we are aware of any Personal Information that we have collected about minors without parental or guardian consent, we will take steps to securely remove it from our systems.

**HOW WE USE YOUR INFORMATION**

The information we gather and that you provide is collected to provide you information and the services you request, in addition to various other purposes, including, but not limited to:

* Assisting you with items such as personalized experiences, facilitation of product usage, and enforcement of the Terms of Use.
* Preventing malicious activity and providing you with a secure experience.
* Providing service and support for services you request.
* Providing marketing communications that are effective and optimized for you.
* Keeping you up-to-date with the latest benefits available from us.
* Preventing unwanted messages or content.
* Measuring the performance of our marketing programs.
* Contacting you about services and offers that are relevant to you.
* Any other purpose with your consent.

**HOW WE SHARE YOUR INFORMATION**

We do not sell or lease your Personal Information to any third party. We may disclose your Personal Information to our trusted third-party business partners in accordance with this Policy. We work with a number of partners that help us process your requests, deliver customer service and support, send email marketing communications, and provide experiences that you have come to expect from us. We will share your Personal Information with these third parties in order to fulfill the service that they provide to us. These third-party partners are under contract to keep your Personal Information secure and not to use it for any reason other than to fulfill the service we have requested from them.

Except as described in this Policy, we will not share your information with third parties without your notice and consent, unless it is under one of the following circumstances:

* Responding to duly authorized information requests from law enforcement or other governmental authorities.
* Complying with any law, regulations, subpoena, or court order.
* Investigating and helping prevent security threats, fraud, or other malicious activity.
* Enforcing or protecting the rights and properties of Northridge Church or its subsidiaries.
* Protecting the rights or personal safety of Northridge Church’s employees.

**THIRD-PARTY WEBSITES**

This Policy does not apply to websites or other domains that are maintained or operated by third parties or our affiliates. Our Website may link to third-party websites and services, such as Facebook, Instagram, and Twitter, but these links are not endorsements of these websites, and this Policy does not extend to them. Because this Policy is not enforced on these third-party websites, we encourage you to read any posted privacy policy of the third-party website before using the service or website and providing any information.

**YOUR CALIFORNIA RIGHTS**

Pursuant to California Civil Code Section 1798.83, we will not disclose or share your Personal Information with third parties for the purposes of third-party marketing to you without your prior consent.

Other than as disclosed in this Policy, the Website does not track users over time and across third-party websites to provide targeted advertising. Therefore, the Website does not operate any differently when it receives Do Not Track (“DNT”) signals from your internet web browser.

**FOR WEBSITE VISITORS OUTSIDE OF THE US**

We do not warrant or represent this Policy or the Website’s use of your Personal Information complies with the laws of any foreign jurisdiction. Furthermore, to provide you with our services, we may store, process, and transmit information in the United States and other locations around the world, including countries that may not have the same privacy and security laws as yours. Regardless of the country in which such information is stored, we will process your Personal Information in accordance with this Policy.

**CHANGES TO THIS POLICY**

If we make any changes to this Policy, a revised Policy will be posted on this webpage and the date of the change will be reported in the “Last Revised” block above. You can get to this page from any of our webpages by clicking on the “Privacy Policy” link (usually at the bottom of the screen), or you can go directly to www.northridgerochester.com/policies.

**SAFEGUARDING THE INFORMATION WE COLLECT**

We use reasonable technical, administrative, and physical safeguards in order to protect your Personal Information against accidental loss and from unauthorized access, use, alteration, and disclosure. Our technology partners use industry-leading security technology and practices. They use secure server software (SSL) that encrypts the information you input before you send it to us. All of the data is protected against unauthorized access, as indicated by the secure icon on your browser.

However, we can never promise 100% security. You have a responsibility, as well, to safeguard your information through the proper use and security of any online credentials used to access your Personal Information, such as a username and password. If you believe your credentials have been compromised, please change your password. Please also notify us of any unauthorized use.

**HOW TO CONTACT US**

We value your opinions and welcome your feedback. To contact us about this Policy or your Personal Information, please contact us at:

2052 Saint Paul Street

Rochester, NY 1462

(585) 338-7810

webmaster@NorthridgeRochester.com