



Privacy Policy

Effective Date: 7/24/2023

At Housing Alexandria, we value your privacy and are committed to protecting your personal information. This Privacy Policy outlines how we collect, use, and safeguard the information you provide when using our website. By using this form, you consent to the practices described in this policy.

Information We Collect:

1.1 Personal Information:

When you use the "Contact Us" form, we may collect the following personal information:

- Name
- Email address
- Phone number
- Any additional information you choose to provide in the message body

1.2 Non-Personal Information:

In addition to the personal information mentioned above, we may collect non-personal information, such as your IP address, browser type, device information, and other similar technical details. This information is collected to help us analyze trends, administer the website, track user movements, and improve our services.

How We Use Your Information:

2.1 Contact Purposes:

We use the personal information you provide via the "Contact Us" form to respond to your inquiries, suggestions, or feedback. This information is essential to communicate with you effectively and address your concerns.

2.2 Internal Record Keeping:

We may use the information you provide to maintain internal records, including but not limited to tracking inquiries, improving our services, and documenting our interactions with users.

2.3 Marketing Communication:

With your consent, we may use your email address to send you periodic updates, newsletters, or information about our non-profit organization. You have the option to opt-out of such communications at any time by following the instructions provided in the emails.

Information Sharing:

3.1 Third-Party Service Providers:

We may share your personal information with trusted third-party service providers who assist us in operating our website, managing our communications (i.e., MailChimp), or providing other services to support our non-profit activities (i.e., Salesforce). These third parties are obligated to



maintain the confidentiality of your information and are not authorized to use it for any other purposes.

3.2 Legal Requirements:

We may disclose your personal information if required by law or when we believe that such disclosure is necessary to protect our rights, comply with a judicial proceeding, court order, or legal process served on our website.

Cookies and Tracking Technologies:

Our website may use cookies and similar tracking technologies to enhance your experience. These technologies help us analyze user behavior, gather non-personal information, and remember your preferences. You can manage your cookie preferences through your web browser settings.

5. Security:

We take reasonable precautions and follow industry best practices to protect your personal information. However, please note that no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

6. Children's Privacy:

Our website is not intended for children under the age of 13. We do not knowingly collect or store personal information from children without parental consent. If you believe that we have inadvertently collected personal information from a child under 13, please contact us immediately, and we will take steps to delete the information promptly.

7. Changes to the Privacy Policy:

We reserve the right to update or modify this Privacy Policy from time to time to reflect changes in our practices. We will have the most up-to-date privacy policy available on our website.

8. Contact Us:

If you have any questions, concerns, or requests related to this Privacy Policy or the information we hold about you, please contact us using the following details:

Housing Alexandria
209 Madison St. #500 | Alexandria, VA, 22314
Communications@housingalexandria.org
703-739-7775

By using our "Contact Us" form, you acknowledge that you have read and understood this Privacy Policy and agree to its terms.