



Privacy Policy

Shelter House is committed to respecting your privacy and protecting the personal information you share with us. This Privacy Policy explains how we collect, use, store, and protect your information—whether you are visiting our website, donating, or opting into our text messaging services.

Information We Collect

PERSONAL DATA

When you interact with us via our website or services, you may provide: Name, Email Address, Phone Number, Mailing Address, Payment Details (for donations, processed securely), and any additional information you choose to share via forms.

AUTOMATICALLY COLLECTED DATA

When you visit our Website, we may collect technical data such as: IP address, Browser type and version, Device identifiers, Pages visited and time spent on site. This data helps us understand how visitors use our site and improve our services.

COLLECTION OF OPT-IN DATA

When you opt into our text messaging services, we collect: Mobile Phone Number, Date/Time of Opt-In, and your consent to receive messages from Shelter House.

How We Use Your Information

We use your information to: respond to inquiries, process donations and provide receipts, send newsletters and updates (with your consent), maintain and improve our website and services, and comply with legal obligations.

The data collected through our text messaging services will be used solely to:

- Send important updates and notifications
- Manage and maintain our text messaging functionality
- Deliver information you have requested from Shelter House

No Sharing of Data with Third Parties

Shelter House does not sell, share, or rent your personal or text messaging opt-in data with third parties. Your information remains strictly confidential and is used only as described in this policy.

Data Security

We use robust administrative, technical, and physical security measures to protect your personal information, including: secure data storage, encrypted payment processing, and restricted access to your data.

Opt-Out Options

You may opt out of receiving text messages at any time by:

- Replying "STOP" to any message you receive from us
- Calling our Administrative Office at (703) 955-7876

Once you opt out, your mobile number will no longer be used for text communications.

Changes to this Privacy Policy

We may revise this policy from time to time. Updates will be posted on our website and are effective immediately upon posting. Continued use of our services indicates your acceptance of the revised policy.

Contact Us

If you have any questions about this Privacy Policy or how your information is used, please contact us 703-955-7876 or info@shelterhouse.org.