

## Privacy Policy

**Effective Date:** [November 3, 2025]

Crosslink Church Mebane (“we,” “our,” “us”) respects your privacy and is committed to protecting your personal information. This policy explains how we collect, use, and safeguard information you provide to us, including through our website, online forms, events, and text message communications.

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### 1. Information We Collect

We may collect the following types of information:

- **Personal Information:** such as your name, email address, phone number, and mailing address when you complete our connection, volunteer, or registration forms.
  - **Communication Preferences:** including your choice to receive text messages or emails from us.
  - **Usage Information:** such as IP address and browser type for basic analytics that help us improve our website.
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### 2. How We Use Your Information

We use the information you provide to:

- Communicate with you about ministry updates, volunteer opportunities, prayer requests, and event reminders.
- Send text messages and emails related to services, events, or ministry coordination.
- Respond to your questions and prayer requests.
- Maintain accurate church records and improve ministry communications.

We do **not** sell, rent, or share your personal information with any third-party marketers.

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### 3. SMS Text Messaging

By providing your mobile phone number, you consent to receive periodic text messages from **Crosslink Church Mebane** for purposes such as event reminders, volunteer coordination, and ministry updates.

- Message frequency varies.
- Message and data rates may apply.

- You may opt out of receiving texts at any time by replying **STOP** to any message, or **HELP** for assistance.
  - Your consent to receive text messages is not required to participate in church activities.
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#### **4. How We Protect Your Information**

We use reasonable administrative, technical, and physical safeguards to protect your personal information from unauthorized access, disclosure, or misuse. Only authorized staff and volunteers have access to data as required for ministry purposes.

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#### **5. Data Retention**

We retain personal information as long as it is needed to fulfill the purposes described in this policy or as required by law. Information may be deleted or anonymized when it is no longer necessary.

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#### **6. Your Rights and Choices**

You may:

- Request to update or correct your information.
- Opt out of text or email communications at any time.
- Request deletion of your data where applicable.

To make such a request, contact us at [info@crosslinkcares.org](mailto:info@crosslinkcares.org).

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#### **7. Third-Party Services**

Our website or messaging system may use third-party providers (such as Twilio for SMS delivery). These providers process your information solely for communication purposes and in accordance with their own privacy policies.

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#### **8. Updates to This Policy**

We may update this Privacy Policy from time to time. The latest version will always be posted on this page with the effective date above.

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## **9. Contact Us**

If you have any questions about this Privacy Policy or how we handle your information, please contact us:

**Crosslink Church Mebane**

3445 Old Hillsborough Rd. Mebane, NC 27302

**Email:** [info@crosslinkmebane.org](mailto:info@crosslinkmebane.org)

**Phone:** 919-304-0600