

Privacy Policy

Last Updated: November 2025

Interfaith Community Services (“Interfaith,” “we,” “us,” or “our”) is committed to protecting your personal information. This Privacy Policy explains:

- The personal information we collect and how we use it
- With whom we share your information
- The measures we take to protect your information
- Your rights and choices
- How to contact us

1. Information We Collect

Interfaith Community Services is the sole owner of the information collected on our website. We only collect data voluntarily provided by you. **We do not sell or rent your personal information.**

Information we may collect includes:

- Name and contact details
- Service history and case records
- Payment and billing information (for donations or services)
- Information submitted when requesting services
- Basic website interaction data (see Cookies section)

We use this information to respond to inquiries, provide services, process donations, maintain records, and contact you with updates unless you opt out.

2. How We Use and Share Your Information

We use personal information to:

- Provide and coordinate services
- Communicate about appointments, referrals, or case updates
- Process donations and issue receipts
- Comply with legal requirements
- Evaluate and improve programs

Donation and Payment Information: Payment details are used solely for billing and fulfillment.

Sharing Information: We do not sell personal information. We only share information with:

- Service providers (e.g., payment processors, email providers)
- Referral partners, with your authorization when required
- Government agencies when legally obligated

3. Cookies and Website Tracking

Our website uses cookies to improve functionality and understand site traffic. Cookies do not identify you personally unless you voluntarily provide information. You may adjust browser settings to block cookies.

4. External Links

Our website may include links to external sites. We are not responsible for the privacy practices or content of those sites. Please review their privacy policies before sharing information.

5. Security Measures

- We use encryption for sensitive information transmitted through our website. Look for “https” or a lock icon in your browser.
- Access to personal information is restricted to authorized staff.
- Physical and digital data is stored in secure environments.

6. Your Rights

You may opt out of communications at any time. You also have the right to:

- Request access to your personal information
- Request corrections or updates
- Ask us to delete your information (unless legally required to retain it)
- Limit how your information is shared
- Receive communications at an alternate address or in a different format
- Obtain a list of certain disclosures
- Revoke prior authorizations for sharing information
- Express concerns or file a privacy complaint

7. Children’s Privacy

Our website and services are not directed to children under 13. We do not knowingly collect information from children without parental consent.

8. Data Retention

We retain personal information only as long as necessary to fulfill the purposes described in this policy or to meet legal requirements.

9. Changes to This Policy

We may update this Privacy Policy periodically. Changes will be posted on this page and are effective upon posting.

How to Contact Us

Interfaith Community Services

550 W. Washington Ave., Escondido, CA 92025

Phone: (760) 489-6380

Email: compliance@interfaithservices.org

You may also file a complaint with the U.S. Department of Health and Human Services at <https://www.hhs.gov/ocr/privacy/hipaa/complaints>.