**LINK of Hampton Roads Privacy Policy**

**Effective Date: 02/05/2024**

**1. Introduction**

LINK of Hampton Roads is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you use our services, including CANLINK, SSVF, CANLINK HTF, Emergency Services, PORT, and Veterans Bridge Housing programs. By accessing or using our services, you consent to the practices outlined in this Privacy Policy.

**2. Information We Collect**

* **Personal Information:** When you use our services or communicate with us, we may collect personal information, including but not limited to your name, address, phone number, email address, and other relevant details.
* **Usage Information:** We may collect information about how you use our services, including log data, IP address, device information, and browser type.

**3. How We Use Your Information**

We may use your information for the following purposes:

* Providing and managing our programs and services
* Communicating with you about program updates, appointments, and important announcements
* Responding to inquiries and providing customer support
* Improving our services and user experience
* Complying with legal and regulatory obligations

**4. Information Sharing and Disclosure**

We do not sell, trade, or otherwise transfer your personal information to third parties for marketing purposes. We may share your information with trusted third parties who assist us in operating our programs and services, subject to confidentiality agreements.

**5. Security**

We implement reasonable security measures to protect your personal information from unauthorized access, disclosure, alteration, and destruction. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

**6. Your Choices**

You have the right to:

* Opt out of receiving promotional messages by following the instructions in our text messages.
* Access, update, or delete your personal information by contacting us.

**7. Changes to this Privacy Policy**

We reserve the right to update this Privacy Policy at any time. Changes will be effective immediately upon posting. We encourage you to review this Privacy Policy periodically.

**8. Contact Information**

If you have questions or concerns about this Privacy Policy or our data practices, please contact us at admin@linkhr.org.

Thank you for choosing LINK of Hampton Roads. Your privacy is important to us.