

Privacy Policy

Crisis House

Last updated: May 22, 2026

Crisis House is committed to protecting the privacy and confidentiality of every person who visits our website, donates, volunteers, or otherwise shares information with us. This Privacy Policy explains what personal information we collect, how we use it, how you can review or correct it, the choices you have about how it is shared, and the steps we take to keep it secure.

Notice: Information We Collect and How We Use It

Crisis House collects personal information only when you choose to provide it to us, and only to support our charitable mission. Depending on how you interact with us, the personal information we may collect includes:

- **Contact information** — such as your name, postal address, email address, and phone number.
- **Donation and billing information** — such as the amount you donate and the payment details needed to process a gift. Credit and debit card numbers are processed through a secure third-party payment processor and are not stored on our own servers.
- **Volunteer and program information** — information you provide when you sign up to volunteer, register for an event, or request services.
- **Communications** — the content of messages, inquiries, or comments you send to us.
- **Website usage data** — non-identifying information automatically collected when you visit our site, such as the number of visits and pages viewed (see “Cookies and Website Usage Data” below).

We use the personal information you provide for the purpose for which it was submitted, including to:

- process and acknowledge donations and issue tax receipts;
- respond to your questions, requests, and inquiries;
- coordinate volunteer activities and deliver our programs and services;
- send you newsletters, updates, event invitations, and other communications (you may opt out at any time);
- keep accurate records and comply with legal, accounting, and reporting obligations.

Crisis House **does not sell or rent** your personal information to anyone.

We do not knowingly collect personal information from children under the age of 13, and no part of our website is structured to attract children under 13.

Access: Reviewing and Correcting Your Information

You have the right to review the personal information Crisis House has on file about you and to request corrections. If your personal information changes, or if you would like to review, update, or correct it, please contact us:

Email: info@crisishouse.org

Phone: 619-444-1194

Mail: 9550 Cuyamaca St, Ste 101, Santee, 92071

We will respond to your request and make any reasonable corrections promptly.

Choice: Limiting How Your Information Is Shared

Crisis House does not share your personal information with parties outside the organization except as needed to operate our programs (for example, a payment processor that completes your donation) or as required by law.

If you do **not** want your personal information shared outside the organization, or if you wish to stop receiving communications from us, you may notify us at any time:

Email: info@crishouse.org

Phone: 619-444-1194

Mail: 9550 Cuyamaca St, Ste 101, Santee, 92071

You may also unsubscribe from our email communications at any time by using the “unsubscribe” link included at the bottom of every email. Choosing to limit sharing or to opt out of communications will not affect your ability to receive services from Crisis House.

We may release personal information without your consent only in limited circumstances, such as when release is required by law (for example, in response to a subpoena or court order) or when necessary to protect the safety of an individual.

Security: How We Protect Your Information

Crisis House maintains physical, electronic, and administrative safeguards to protect your personal information from unauthorized access, use, or disclosure. These measures include:

- encrypting sensitive information, such as billing details, when it is collected online;
- processing payment card information through a secure, PCI-compliant third-party payment processor;
- limiting access to personal information to staff and volunteers who need it to perform their duties;
- requiring staff, volunteers, and contractors with access to personal information to follow this Privacy Policy and maintain confidentiality;
- maintaining secure, password-protected systems and reviewing our security practices periodically.

While no method of transmission over the internet can be guaranteed to be completely secure, we take reasonable steps to safeguard the information you share with us.

Cookies and Website Usage Data

Our website may use non-identifying cookies to make navigation easier and to help us understand how visitors use our site. These cookies do not collect personal information and are not tied to anything that could identify you. You can set your browser to reject cookies and still use our website. Our site logs may generate aggregate, non-identifying usage statistics (such as total visits and page views) that are used to improve our services and contain no personal information.

Changes to This Policy

Crisis House may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated revision date.

Contact Us

If you have any questions or concerns about this Privacy Policy or about how Crisis House handles your personal information, please contact us:

Crisis House

Email: info@crishouse.org

Phone: 619-444-1194

Mail: 9550 Cuyamaca St, Ste 101, Santee, 92071