

Privacy Policy

Last Modified on October 20, 2025

The Highland Oaks Church values you and we want to protect the information that you share with us which allows us to communicate with you. To that end we do not share data from our website, App, and SMS data with third parties for marketing or promotion purposes.

1. Information We Collect

- We may collect the following types of information when you interact with us on the website, App, or text messaging.
- Personal Information: Name, email address, phone number, mailing address, and other contact information voluntarily submitted via forms (e.g., prayer requests, newsletter signups, event registrations).
- Financial information: If you make online donations, your payment details are processed through a secure third-party provider. We do not store your full credit card information.
- Technical data: IP address, browser type, device information, pages visited, and other anonymized tracking data via cookies or analytics tools.

2. How We Use Your Information

- Respond to inquiries and prayer requests
- Send newsletters or church updates (If you opt-in)
- Process donations and provide receipts
- Improve the functionality and performance of our website and App
- Comply with legal or regulatory requirements

We will never sell, rent or share your personal information with third parties for marketing purposes.

3. Cookies and tracking Technologies

- Our website may use cookies to enhance your browsing experience and collect non-personal data. You can modify your browser settings to decline cookies if you prefer.

4. Email Communication

- If you subscribe to our newsletter or other email communications, you can unsubscribe at any time by clicking the link at the bottom of the email.

5. Security

- We take reasonable steps to protect your data. Our website uses HTTPS encryption, and any third-party service we use (e.g., donation processors or email platforms) are expected to maintain high security standards.

6. Children's Privacy

- We do not knowingly collect personal information from children under 13 without parental consent. If we become aware of such data, we will delete it promptly.

7. Third-Party Links

- Our website and App may contain links to other sites. We are not responsible for the privacy practices of these other website.

8. App Specific Disclosures

- The App Analytics that we collect are: App launches and usage data, Media downloads and plays, Page impressions, Audio Bible plays using the Bible tab, and General usage analytics across iOS, Android, Kindle, Roku, and Web App

Important Privacy Notes:

We do not track individual users or reveal data about users on an individual basis

No podcast analytics are currently collected

9. SMS-Specific Disclosures

- By subscribing, you have provided us with consent to send you text messages regarding the Hope 4 Lake Highlands Food and Clothing Pantry, Highland Oaks Church events, requests for volunteers, and donations support. Message frequency varies by events and preference. Message and data rates may apply. Carriers are not liable for delayed or undeliverable messages. If your phone does not support MMS, you'll receive SMS instead.

OPT-OUT OR STOP

If you wish to stop receiving text messages from Highland Oaks Church, reply to any text message and text STOP. You may also stop text messages by emailing us at info@hocc.org

HELP OR SUPPORT

If at any time you need more assistance, reply to any text message and text HELP. Upon receiving your text message, we will send you a text message with our contact information. In general, the messages we send provide you with information about our church and food pantry for upcoming events, new content, and other announcements. Some of the text messages we send may include links to websites. To access these websites, you will need a web browser and internet access.

PRIVACY POLICY

We respect your privacy and will not distribute your mobile phone number to any third parties.

10. Your Rights

You may request to:

- Access the data we hold about you
- Correct or update your information
- Opt out of future communications
- Request the deletion of your data

11. Changes to this Policy

- We may update this Privacy Policy from time to time. Any changes will be posted on this page with the updated date

Contact Information

For Privacy Policy inquiries or to make any of these requests, please contact us at:

- email: info@hocc.org
- Address: Highland Oaks Church, 9400 Plano Rd, Dallas, TX 75238