

## **Haven House – City of Refuge Church – Privacy Policy**

At Haven House City of Refuge, we deeply value the privacy and trust of every member, guest, and visitor. Any personal information shared with the church—such as contact information, addresses, prayer requests, or other personal details—is collected solely for **ministry and administrative purposes.**

### **How We Use Your Information**

- To communicate important church updates, events, and opportunities for involvement.
- To provide pastoral care, follow-up, and support from ministry leaders.
- To maintain accurate membership and participation records.

### **How We Protect Your Information**

- Your personal information is not shared, sold, or distributed to outside organizations, individuals, or other members without your consent.
- Access to member information is restricted to authorized church leaders and staff who have signed a Confidentiality Agreement.
- Any printed or digital forms containing personal information are stored securely.

### **Personal Information Shared Voluntarily**

If a member voluntarily gives their personal contact information (such as a phone number or email address) to another member outside of official church communications, Haven House is not responsible for how that information is used. We encourage all members to exercise wisdom and discretion when sharing their personal details directly.

### **Your Responsibility**

We ask all members to also honor the privacy of others. If you receive another member's contact information through a ministry context, that information must be handled respectfully and may not be shared without the person's permission.

### **Photography & Video Use**

During church services, events, and ministry activities, photography and video recording may take place for communication, documentation, and social media purposes. These images or recordings may be used on the church's website, social media platforms, livestreams, or other ministry-related materials.

By participating in church services or events, members acknowledge that they may appear in photos or videos taken in a public worship setting. If a member has concerns or prefers not to be included, they are encouraged to notify the church's administrative team so reasonable accommodations can be made.

### **Private Conversations and Ministry Care**

As a church family, members may share personal concerns, prayer needs, or sensitive information during conversations with pastors, ministry leaders, or church staff. These discussions are treated with care and confidentiality and are not to be shared outside of appropriate ministry oversight.

We ask all leaders, staff, and volunteers to respect the privacy of individuals and to avoid repeating personal matters discussed in ministry settings.

### **Questions or Concerns**

If you have any questions or concerns regarding privacy, confidentiality, or the use of personal information, please contact our administrative office at [info@havenhousecor.org](mailto:info@havenhousecor.org).