

# One Roof Community Housing Privacy Policy

This privacy notice discloses the privacy practices for [www.1roofhousing.org](http://www.1roofhousing.org). This privacy notice applies solely to information collected by this website. It will notify you of the following:

- **Information Collection, Use, and Sharing:** What personally identifiable information is collected from you through the website and intake forms, how it is used, and with whom it may be shared.
- **Your Access to and Control Over Information:** What choices are available to you regarding the use of your data.
- **Security:** The security procedures in place to protect against the misuse of your information.

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## Information Collection, Use, and Sharing

One Roof is the sole owner of the information collected on this site. One Roof employees only have access to and collect information voluntarily provided via the Credit Authorization Form, Contact Form, email, or other correspondence. The only information collected by One Roof is information relevant to your application or request. One Roof does not sell or rent this information to anyone.

The information collected includes the following:

- Email Address
- Telephone Number
- Social Security Number
- Address
- Date of Birth

One Roof will use your information only to respond to you regarding the reason you contacted us, such as to evaluate you as a potential borrower or customer. One Roof will not share your information with any third party outside of our organization, other than: (1) as necessary to fulfill, evaluate and respond to your request (e.g. to request information from a credit reporting organization such as Equifax or TransUnion or other third party to verify information you have provided), or (2) as inherent to the following platforms which provide and support the functionality of our website:

- **iContact** (email purposes)
- **Outlook** (email purposes)
- **Google** (analytics; no personally identifiable information)
- **Formsite** (supports the Contact Form & the Credit Authorization Form)
- **Salesforce/HomeKeeper** (customer relationship Management software)
- **Individual Contractors** (standard web development; no access to Credit Authorization Form information)
- **WordPress** (website platform)
- **GoDaddy** (domain hosting)
- **Ring Central** (phone communication text and phone call)

Unless you ask us not to, One Roof may contact you via email or text message in the future to discuss your relationship to One Roof services, share new products or services, or inform you as to changes to this privacy policy.

# One Roof Community Housing Privacy Policy

## Your Access to and Control Over Information

You may do the following at any time:

- Opt out of any future contacts from us.
- See what data One Roof has about you, if any.
- Change or correct any data One Roof has about you.
- Instruct us to delete any data One Roof has about you.
- Express any concern you have about our use of your data.

The following are the methods by which you may access and control your information:

- **Email:** Subscribers may opt themselves into and out of lists via the Salesforce user profile management option, which is displayed on every marketing list email.
- **Text message:** Subscribers may opt out of this list. One Roof staff will ask if the customer wants to be contacted via text message. Texting is never the default form of communication. These messages may come at a cost to the customer that One Roof will not pay. By opting into text message communication, you are acknowledging that there may be a cost as the customer dependent on cell phone provider and cell phone plan.
- **Other sensitive data:** Email [info@1roofhousing.org](mailto:info@1roofhousing.org) and your request will be forwarded directly to the appropriate One Roof staff.

## Security

One Roof takes precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

Whenever we collect sensitive information (such as social security details for a credit authorization), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a lock icon in the address bar and looking for “https” at the beginning of the address of the web page.

While we use encryption to protect sensitive information transmitted online, One Roof also protects your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which One Roof store personally identifiable information are kept in a secure environment.

## Notice of Change in our Privacy Policy

Should there be any change in our privacy policy, that change will be noted on this webpage with an “Updated” date/time indication, as well as on the downloadable PDF copy.

## Links

This website contains links to other sites. Please be aware that One Roof is not responsible for the content or privacy practices of such other sites. One Roof encourages our customers to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.