

Privacy Policy

Effective Date: March 27, 2025

Hold Dena (www.holddena.org) ("we," "our," or "us") values your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, and disclose your information when you use our website and services.

1. Information We Collect

We collect the following types of personal information from users:

- **Personal Identifiable Information (PII):** Name, phone number, and email address.
- **Communication Data:** Information collected when you contact us, including emails and messages.
- **Technical Data:** IP address, browser type, and access times to improve website functionality.

We do **not** collect payment information.

2. How We Use Your Information

We use the collected information to:

- Provide and improve our services.
 - Send SMS messages related to our services.
 - Respond to inquiries and communicate with users.
 - Ensure security and prevent fraudulent activities.
 - Comply with legal obligations.
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3. SMS Communications

By providing your phone number, you consent to receive SMS messages from us related to our services. You can opt out at any time by replying "STOP" to any message.

4. Information Sharing and Disclosure

We do **not** sell or rent user information. However, we may share your information with:

- **Service Providers:** Third-party vendors assisting in service operations (e.g., SMS providers).
 - **Legal Compliance:** When required by law or to protect rights and safety.
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5. Data Security

We implement industry-standard security measures to protect your data from unauthorized access, disclosure, or alteration.

6. Your Rights & Choices

You have the right to:

- Access, correct, or delete your personal data.
- Opt out of SMS communications.
- Request data portability.

To exercise these rights, contact us at info@holddena.org.

7. Third-Party Links

Our website may contain links to third-party sites. We are not responsible for their privacy practices and encourage you to review their policies.

8. Children's Privacy

Our services are not directed at children under 13, and we do not knowingly collect information from minors.

9. Updates to This Policy

We may update this Privacy Policy periodically. Changes will be posted with an updated "Effective Date."

10. Contact Us

For questions or concerns, contact us at:

Email: info@holddena.org

Address: 1497 N. Hill Avenue, Pasadena, CA 91104