

Long Hollow Church Website Privacy Policy
Effective Date: August 1, 2026

Long Hollow Church ("Long Hollow," "we," "our," or "us") is committed to protecting your privacy and being good stewards of the information entrusted to us. This Privacy Policy explains how we collect, use, maintain, disclose, and safeguard information obtained through our website, mobile services, online platforms, and other digital ministry tools. By accessing or using our website, you acknowledge that you have read and understand this Privacy Policy.

1. Information We Collect. We collect information in a variety of ways to help us serve our church family, guests, and community. You may voluntarily provide information when you:

- a. Complete a contact form
- b. Submit a prayer request
- c. Register for worship services, classes, events, camps, or conferences
- d. Sign up for newsletters or ministry updates
- e. Create or access your My Long Hollow account
- f. Submit volunteer or employment applications
- g. Register for mission trip opportunities
- h. Make an online contribution
- i. Communicate with church staff
- j. Request pastoral care or counseling
- k. Complete surveys or feedback forms

Depending on the interaction, we may collect:

- a. Name
- b. Mailing address
- c. Email address
- d. Telephone number
- e. Date of birth
- f. Family or household information
- g. Emergency contact information
- h. Ministry involvement
- i. Giving history
- j. Event registrations
- k. Prayer requests
- l. Employment or volunteer information
- m. Any other information you choose to provide.

2. Information Collected Automatically. Like most websites, our website automatically collects certain technical information, including:

- a. IP address
- b. Browser type and version
- c. Device type
- d. Operating system
- e. Internet service provider

- f. Website pages visited
- g. Time spent on pages

- h. Referral websites
- i. Date and time of access
- j. General geographic location
- k. Cookie identifiers and similar technologies

This information helps us improve website performance, understand visitor engagement, troubleshoot technical issues, and enhance your overall experience.

3. Cookies and Similar Technologies. Our website uses cookies and similar technologies to improve functionality, remember user preferences, analyze website traffic, and enhance the user experience. Cookies may also be used by trusted third-party providers that support our website, analytics, livestreaming, communication platforms, or online giving services. Most web browsers allow you to modify cookie settings. Disabling cookies may affect certain website features.

4. How We Use Your Information. Long Hollow Church uses information we collect to further our ministry and operate our church effectively. We may use your information to:

- a. Respond to inquiries
- b. Provide pastoral care and ministry support
- c. Process registrations
- d. Maintain membership and attendance records
- e. Communicate ministry opportunities
- f. Send newsletters and church announcements
- g. Coordinate volunteers
- h. Process online donations
- i. Maintain contribution records
- j. Improve our website and digital services
- k. Protect the security of our systems
- l. Detect fraud or unauthorized activity
- m. Comply with legal obligations
- n. Carry out other ministry-related purposes consistent with our mission.

5. My Long Hollow Account. If you choose to create or access a My Long Hollow account, certain personal information may be maintained within our church management system to facilitate ministry participation, event registration, giving records, volunteer scheduling, communication preferences, and other church-related services. You are responsible for maintaining the confidentiality of your login credentials.

6. Online Giving. Long Hollow Church offers secure online giving through trusted third-party payment processors. Credit card, debit card, ACH, and other payment information is processed securely by our payment providers. Long Hollow Church does not store complete payment card information on its own servers. Contribution records are maintained for ministry administration, donor acknowledgments, and tax reporting purposes.

7. Communications. If you provide your email address or mobile telephone number, we may communicate with you regarding:

- a. Church news
- b. Worship services
- c. Events
- d. Ministry opportunities
- e. Volunteer scheduling
- f. Giving statements
- g. Emergency notifications
- h. Prayer updates
- i. Other ministry-related communications

You may unsubscribe from promotional emails at any time using the unsubscribe link contained within the email. Administrative or transactional communications may still be sent when necessary.

If you choose to receive text messages, message frequency may vary, and standard carrier messaging and data rates may apply. You may opt out at any time by following the instructions included in the message.

8. Children's Information. Long Hollow Church offers numerous ministries for children and students. Information relating to minors is collected only as reasonably necessary to administer ministry activities, ensure participant safety, communicate with parents or guardians, and maintain ministry records. Where appropriate, registration information is submitted by or with the consent of a parent or legal guardian.

9. How We Share Information. Long Hollow Church respects your privacy and does not sell your personal information. We may share information only as reasonably necessary:

- a. With service providers who assist us in operating our ministries and website;
- b. With vendors providing online giving, event registration, communications, livestreaming, analytics, or church management services;
- c. To comply with legal obligations, court orders, or governmental requests;
- d. To protect the rights, safety, or property of Long Hollow Church or others;
- e. With your consent; or
- f. As otherwise permitted or required by law.

We require our service providers to maintain appropriate safeguards for information they process on our behalf.

10. Third-Party Services. Our website may integrate with or link to third-party platforms and services, including social media platforms, online giving providers, livestreaming services, church management software, mapping services, video platforms, and communication tools. These third parties maintain their own privacy policies and practices. We encourage you to review those policies before providing personal information through their platforms.

11. Data Security. Long Hollow Church maintains reasonable administrative, technical, and physical safeguards designed to protect the personal information entrusted to us. While we strive to use commercially reasonable security measures, no website,

internet transmission, or electronic storage system can be guaranteed to be completely secure.

12. Data Retention. We retain information only for as long as reasonably necessary to fulfill ministry purposes, maintain church records, comply with applicable legal obligations, resolve disputes, and protect the interests of Long Hollow Church. Certain financial, contribution, employment, and church records may be retained for longer periods as required by law or organizational record retention policies.

13. Your Choices. You may request to:

- a. Update your contact information;
- b. Correct inaccurate information;
- c. Modify communication preferences;
- d. Opt out of certain communications; or
- e. Ask questions regarding our privacy practices.

Certain records may be retained where necessary for legitimate church administration, legal compliance, accounting, or recordkeeping purposes.

14. State Privacy Laws. Long Hollow Church is a Tennessee nonprofit religious organization. Certain state privacy laws may not apply to nonprofit religious organizations or may provide exemptions applicable to churches. Nevertheless, Long Hollow Church is committed to treating personal information responsibly, transparently, and consistently with the principles outlined in this Privacy Policy.

15. Third-Party Links. Our website may contain links to websites operated by third parties. Long Hollow Church is not responsible for the privacy practices, content, or security of those external websites.

16. Changes to this Privacy Policy. We may update this Privacy Policy periodically to reflect changes in our ministries, technology, legal obligations, or website functionality. When changes are made, the revised Effective Date will appear at the top of this page. Continued use of the website after revisions are posted constitutes acceptance of the updated Privacy Policy.

17. Contact Us. Questions regarding this Privacy Policy or our information practices may be directed to: Long Hollow Church, 3031 Long Hollow Pike, Hendersonville, Tennessee 37075 | Phone: (615) 824-4006 | Website: <https://longhollow.com> | Email: communication@longhollow.com.

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