

Terms and Conditions

This policy explains the terms and conditions that apply when you donate to Door of Hope.

Donations, whether one-time or recurring, may be made through the Door of Hope website, or by mailing a check, cash, or credit card information to Door of Hope. Checks should be made payable to "Door of Hope" and mailed to PO Box 90455, Pasadena, CA 91109.

Tax receipts will be issued for donations of \$1 or more to the email address or mailing address provided with the donation. There is no minimum donation amount.

All credit card transactions will be processed in US dollars. A donation may be cancelled up until payment has been processed. Once payment has been processed, the donor is responsible for payment. Any complaints may be sent to info@doorofhope.us or (626) 304-9130.

Refund Policy

For donations made using the Door of Hope website, if you have made an error in making your donation or change your mind about contributing to Door of Hope, we will honor your request for a refund made within 15 days of your donation.

To request a refund, call (626) 304-9130. Refunds are returned using the original method of payment. If you made your donation by credit card, your refund will be credited to that same credit card.

If you did not make your donation using the Door of Hope website, please email info@doorofhope.us to learn about applicable refund policies.

Privacy Policy

Thank you for visiting our web site. This privacy policy tells you how we use personal information collected at this site. Please read this privacy policy before using the site or submitting any personal information. By using the site, you are accepting the practices described in this privacy policy. These practices may be changed, but any changes will be posted and changes will only apply to activities and information on a going forward, not retroactive basis. You are encouraged to review the privacy policy whenever you visit the site to make sure that you understand how any personal information you provide will be used.

Note: the privacy practices set forth in this privacy policy are for this web site only. If you link to other web sites, please review the privacy policies posted at those sites.

Collection of Information

We collect personally identifiable information, like names, postal addresses, email addresses, etc., when voluntarily submitted by our visitors. The information you provide is used to fulfill your specific request. This information is only used to fulfill your specific request, unless you give us permission to use it in another manner, for example to add you to one of our mailing lists.

Cookie/Tracking Technology

The Site may use cookie and tracking technology depending on the features offered. Cookie and tracking technology are useful for gathering information such as browser type and operating system, tracking the number of visitors to the Site, and understanding how visitors use the Site. Cookies can also help customize the Site for visitors. Personal information cannot be collected via cookies and other tracking technology, however, if you previously provided personally identifiable information, cookies may be tied to such information. Aggregate cookie and tracking information may be shared with third parties.

Distribution of Information

We may share information with governmental agencies or other companies assisting us in fraud prevention or investigation. We may do so when: (1) permitted or required by law; or, (2) trying to protect against or prevent actual or potential fraud or unauthorized transactions; or, (3) investigating fraud which has already taken place. The information is not provided to these companies for marketing purposes.

Commitment to Data Security

Your personally identifiable information is kept secure. Only authorized employees, agents and contractors (who have agreed to keep information secure and confidential) have access to this information. All emails and newsletters from this site allow you to opt out of further mailings.

Privacy Contact Information

If you have any questions, concerns, or comments about our privacy policy you may contact us using the information below:

By e-mail: info@doorofhope.us

By Phone: (626) 304-9130

We reserve the right to make changes to this policy. Any changes to this policy will be posted.