



Privacy Policy

El Sol Neighborhood Educational Center ("El Sol NEC", "agency", "we", "us", or "our") is a nonprofit organization headquartered at 1535 S. D Street, San Bernardino, California, USA 92408. As an agency, we are committed to protecting all privacy and ensuring that personal information is managed responsibly.

This Privacy Policy explains how El Sol NEC collects, use, share, and protect personal information when interaction(s) with our website(s), mobile application(s), and/or other online or offline services (collectively, the "Services"). By using our Services, you consent to the practices described in this Policy.

If you would like to inquire about this Privacy Policy, please contact us at:
Email: humanresources@elsolnec.org

1. Personal Information We Collect

We may collect the following categories of personal information:

- Information You Provide Directly to Us
 - Contact Information: Name, email address, phone number, mailing address, and/or other identifiers used to communicate with you.
 - Payment Information: For purchased Services, your financial details are processed by a third-party payment processor. We do not store full payment card information.
 - Survey and Feedback Information: Responses submitted through surveys, questionnaires, forms, and/or various feedback tools.
- Information Collected Automatically
 - We may automatically collect information such as your IP address, browser type, device information, access times, and browsing behavior through cookies and/or other tracking technologies.

2. How We Use Your Personal Information

El Sol NEC uses your information only when the agency has a lawful basis, including your consent, the need to perform a contract, legal obligations, and/or legitimate interests. Our uses include:

- To communicate with you (e.g., newsletters, updates, or customer support).
- To provide, maintain, and improve our Services.
- To send administrative, security, and service-related messages.
- To conduct research, analytics, and reporting.
- To promote programs, campaigns, or events (only with your consent).
- To comply with legal or regulatory obligations.
- To prevent, detect, and investigate fraud or illegal activity.



3. SMS Emergency Alerts

If your mobile phone number is provided to us, you may receive SMS messages from El Sol NEC in the event of emergencies, urgent health alerts, and/or other critical notifications affecting our community or Services. These alerts are strictly informational and not used for marketing purposes.

You may opt out of non-emergency SMS messages at any time by replying "STOP" or contacting us at humanresources@elsolnec.org. Emergency alerts may still be sent when necessary for public health and/or safety.

4. How We Share Your Personal Information

We do not sell your personal information; we may share it under the following limited circumstances:

- With Service Providers: Vendors who support El Sol NEC with services such as Information Technology (IT), analytics, communications, and/or payment processing.
- Legal Requirements: To comply with legal obligations, law enforcement requests, and/or court orders/subpoena(s).
- Business Transfers: In the event of a merger, acquisition, and/or asset transfer, your information may be shared as part of the transaction(s).
- We require all third parties to maintain appropriate confidentiality and security measures.

5. Your Privacy Choices

You have control over your personal information. You may:

- Opt-out of receiving marketing communications at any time by clicking the designated unsubscribe link or emailing us.
- Access, update, correct, and/or request deletion of your information by contacting us.
- Withdraw consent where processing is based on consent.
- Lodge a complaint with a data protection authority, if applicable.

El Sol NEC will honor requests in accordance with applicable state and/or federal laws and response timelines.

6. Data Retention and Deletion

We retain your personal information only as long as necessary for the purposes stated in this Policy, or to meet legal, accounting, and/or reporting requirements.

When data is no longer required, it will be securely deleted or anonymized. However, we may retain some data if required by law and/or for legitimate business purposes such as fraud prevention, legal defense, or data integrity audits.

7. International Data Transfers



If the agency transfers your personal information outside of the United States, we will ensure appropriate safeguards are in place, such as contractual clauses and/or other legal mechanisms, to protect your rights and data integrity.

8. Updates to This Privacy Policy

We may update this Privacy Policy from time to time. When changes are made, we will update the "Revised Date (e.g., Rev. 05/14/2025)" at the bottom and notify you when appropriate. Please review this page periodically to stay informed about our privacy practices.

Contact Us

If you have any questions about this Privacy Policy or our privacy practices, you can contact:

Email: humanresources@elsolnec.org

Mailing Address: El Sol Neighborhood Educational Center, 1535 S D St, San Bernardino, CA 92408

For questions or clarifications regarding this policy and agreement, employees, clients, community members, and/or participants may contact the Human Resources Department at: humanresources@elsolnec.org for guidance.