



HOPEHUB PRIVACY POLICY

POLICY

NRVCS HopeHub (“the App”) is provided by a Virginia public-sector organization to support access to services and information. The App collects and manages information in accordance with the Virginia Government Data Collection and Dissemination Practices Act (GDCDPA), Va. Code § 2.2-3800 et seq., and other applicable state and federal laws.

INFORMATION THAT WE COLLECT

NRVCS HopeHub collects only the minimum information necessary to perform its intended public function, consistent with Virginia law. This may include:

- Information you voluntarily submit (such as contact information or form responses)
- Limited technical data (such as device type, operating system, and app performance data)

Information collected is relevant, lawful, and appropriate for the App’s purpose, as required by the GDCDPA.

HOW INFORMATION IS USED

Information is used solely to:

- Operate and maintain the App
- Improve reliability and performance
- Respond to user inquiries
- Provide services as authorized by law

Personal information is not used for advertising, profiling, or commercial purposes.

DATA SHARING

NRVCS HopeHub does not sell personal information. Selling personal information is prohibited by Virginia state law. Information may be shared only:

- As required to administer authorized public programs
- To comply with legal obligations, subpoenas, or court orders
- With trusted service providers acting on behalf of the agency, under confidentiality and security requirements

All sharing complies with Va. Code § 2.2-3803.



INDIVIDUAL RIGHTS

In accordance with Virginia law, individuals may:

- Request to review personal information maintained about them
- Request correction of inaccurate or incomplete information

Requests may be submitted using the contact information below, consistent with GDCDPA procedures.

DATA SECURITY

Reasonable administrative, technical, and physical safeguards are used to protect personal information.

CHILDREN'S POLICY

NRVCS HopeHub is not intended for children under age 13, and personal information from children is not knowingly collected.

Contact Information

Questions about this Privacy Policy or information practices may be directed to:

App: NRVCS HopeHub

Email: Info@NRVCS.org

Agency: New River Valley Community Services