

Crosswalk Church Privacy Policy

Version: 1.0

Effective Date: August 26, 2026

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Crosswalk Church (“Crosswalk,” “we,” “us,” or “our”) respects the privacy of individuals who interact with our church, ministries, campuses, websites, programs, events, and affiliated organizations.

This Privacy Policy explains how Crosswalk handles information that individuals provide to us or that we receive through our websites, ministry activities, volunteer programs, events, communications, and related services.

Our purpose in collecting information is primarily to operate the church, communicate with individuals who have chosen to interact with us, facilitate ministry activities, coordinate volunteers, provide services and programs, and maintain the safety and security of our organization and community.

Crosswalk does not sell personal information, rent personal information, or use personal information for third-party advertising or marketing purposes.

1. Organizations and Ministries Covered by This Policy

This Privacy Policy applies to Crosswalk Church and, where Crosswalk administers or controls the applicable information, the ministries, campuses, programs, and activities operated by Crosswalk.

This may include:

- Crosswalk Church's Redlands campus and broadcast site;
- Crosswalk satellite campuses;
- Crosswalk ministry programs and departments;
- LoveWell Groups and similar small-group ministries;
- Crosswalk events and programs; and
- Other ministries or activities administered directly by Crosswalk.

Crosswalk is also part of a broader network of churches, ministries, and affiliated organizations. Those organizations may operate independently and maintain their own databases, communication systems, and privacy practices.

An independently operated affiliate's handling of information that it collects and controls is governed by that organization's own privacy practices and policies.

2. Information We Receive

Crosswalk generally receives personal information when an individual voluntarily provides it to us or participates in one of our ministries, programs, events, or services.

Depending on the interaction, this may include:

- Name and contact information;
- Email address;
- Telephone or mobile telephone number;
- Mailing address;
- Campus or ministry affiliation;
- Volunteer interests, availability, scheduling information, or areas of service;
- Event or ministry registration information;
- Information submitted through forms on our websites;
- Information provided when communicating with church staff or ministry leaders; and
- Other information an individual voluntarily provides to us.

We seek to collect only information reasonably necessary for the purpose for which it is being provided.

3. Website Visitors

Crosswalk's public websites are primarily intended to provide information about Crosswalk, our campuses, ministries, events, services, and community.

Crosswalk does not intentionally collect personal information from ordinary website visitors for advertising, marketing, profiling, or the sale or rental of personal information.

A visitor may generally browse our public websites without creating an account or providing personal information.

Like most websites, our web hosting providers, security services, embedded services, or other technical service providers may automatically receive limited technical information when a website is accessed. This may include information such as an IP address, browser type, device information, operating system, referring website, pages requested, and date or time of access.

Such information may be used for purposes including:

- Operating and maintaining our websites;
- Protecting our websites and systems from abuse or unauthorized access;

- Troubleshooting technical problems;
- Maintaining website security and reliability; and
- Understanding basic website performance where applicable.

Crosswalk does not use ordinary website-visitor information to create advertising profiles or sell information about visitors to third parties.

Our websites may contain links, embedded content, livestreams, videos, maps, calendars, forms, or other functionality provided by third parties. Those services may independently collect information according to their own privacy policies.

4. Information Submitted Through Forms and Third-Party Services

Some Crosswalk webpages provide links to or incorporate services operated by third parties. These services may be used for purposes such as ministry registration, volunteer coordination, event registration, communication, giving, or other church activities.

Examples may include Google Forms, Planning Center, Church Center, Flodesk, Subsplash, online giving providers, children's check-in services, background-check providers, and other ministry-support services.

When an individual submits information directly to one of these services, that service may independently collect and process the information according to its own privacy policy and terms.

Crosswalk may receive information submitted through these services when the individual has provided it to Crosswalk for a particular ministry, administrative, or organizational purpose.

Crosswalk's use of that information is governed by this Privacy Policy. The privacy practices of the independent service provider remain governed by that provider's own policies.

5. Church and Ministry Participation

When an individual voluntarily provides information to Crosswalk—for example, by submitting a connection form, registration form, baptism request, prayer request, ministry form, event registration, or similar form—we may use that information for the purpose for which it was provided.

For example, information may be used to:

- Respond to an inquiry;
- Register someone for an event;
- Connect someone with a ministry or group;
- Provide requested ministry information;

- Communicate with participants about a ministry or event;
- Follow up on a request or inquiry; or
- Provide appropriate administrative support.

Information submitted for ministry participation is not used as a general-purpose commercial marketing database.

6. Volunteer Information

When an individual volunteers with Crosswalk, we may collect information necessary to coordinate that individual's volunteer service.

Volunteer information may include a person's name, contact information, ministry assignment, campus, availability, scheduling information, communication preferences, and other information reasonably necessary to administer volunteer service.

Volunteer information is used primarily to:

- Schedule and coordinate volunteers;
- Communicate about volunteer assignments;
- Provide information necessary to perform a volunteer role;
- Notify volunteers about changes, cancellations, or other operational matters;
- Provide training or ministry-related information;
- Maintain appropriate volunteer records; and
- Administer the ministry in which the individual volunteers.

Volunteer contact information is not used for unrelated commercial marketing.

Volunteer information may be entered into Crosswalk's internal ministry-management systems by authorized staff or ministry leaders when necessary to coordinate service.

7. Text Messaging and SMS Communications

Crosswalk may use SMS/text messaging to communicate with individuals who have voluntarily provided their mobile telephone number and, where required, provided appropriate consent to receive text messages.

Crosswalk does **not** use SMS as a general-purpose marketing or promotional channel.

Our SMS communications are intended primarily for ministry-related, operational, informational, and service-related purposes.

Examples may include:

- Volunteer scheduling and coordination;

- Production or technical ministry communications;
- Children's ministry communications;
- Ministry-specific event information;
- Group or ministry-specific updates;
- Changes to schedules, locations, or assignments;
- Time-sensitive information necessary for participation in a ministry; and
- Responses to messages initiated by an individual.

A person who subscribes to SMS communications from a particular ministry should expect messages related to that ministry or the purpose for which they provided consent.

SMS Consent

Where SMS consent is required, Crosswalk will obtain consent through an appropriate opt-in process.

Consent to receive text messages is not required as a condition of attending Crosswalk, participating in the church generally, or receiving unrelated church services.

Individuals may withdraw SMS consent at any time by replying **STOP** or by contacting Crosswalk through the contact information provided in this Policy or in the applicable communication.

Individuals may request assistance by replying **HELP** or contacting Crosswalk.

Message and data rates may apply. Message frequency varies depending on the ministry, volunteer assignment, event, or other circumstances.

Crosswalk will honor applicable opt-out requests and will not continue sending non-essential messages to an individual who has withdrawn consent for that SMS program, except as permitted or required by applicable law.

SMS Information and Consent Are Not Sold or Shared for Marketing

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. SMS originator opt-in data and consent will not be shared with any third parties.

Crosswalk does not sell mobile telephone numbers, SMS subscriber lists, SMS opt-in information, or SMS consent information.

SMS information may be processed by service providers that provide communications, hosting, telecommunications, database, or other services to Crosswalk. Such providers may receive information necessary to provide their services to Crosswalk and are expected to handle that information appropriately.

8. Ministry-Specific Communications

Crosswalk may maintain separate communication groups or lists for individual ministries, campuses, groups, or volunteer teams.

For example, a person who provides a mobile number to participate in a children's ministry, production ministry, or volunteer team may receive communications specifically related to that ministry.

Being subscribed to one ministry's communications does not automatically constitute consent to receive unrelated marketing or promotional communications from other ministries.

Where a communication program requires consent, Crosswalk will obtain consent appropriate to that program and provide a reasonable method for withdrawing consent.

9. Children and Family Information

Crosswalk operates children's ministries and programs that require information about children and their parents or guardians for safety, registration, check-in, and ministry administration.

Such information is generally collected and maintained through Crosswalk's internal ministry systems rather than through ordinary public website browsing.

Children's ministry information may be used for purposes including:

- Child check-in and identification;
- Emergency contact;
- Authorized pickup;
- Program registration;
- Attendance and participation records;
- Communication with parents or guardians;
- Background-check and volunteer-screening processes; and
- Administration and safety of children's ministries.

Crosswalk does not sell children's information.

Information collected in connection with children's ministries is used for ministry administration, safety, communication, and other legitimate purposes associated with providing the applicable program.

10. Volunteers, Background Checks, and Safety Information

Certain Crosswalk volunteer roles may require screening, background checks, or other information necessary to protect children, vulnerable individuals, volunteers, staff, and the Crosswalk community.

Such information may be collected and processed through specialized third-party services or Crosswalk's internal ministry systems.

Information collected for screening and safety purposes is used for those purposes and is not used for unrelated commercial marketing.

Third-party screening providers may maintain their own privacy policies and terms governing their handling of information.

11. Sharing of Information

Crosswalk does not sell or rent personal information.

We may disclose information in limited circumstances, including:

Service Providers

We may provide information to vendors and service providers that perform services on our behalf, such as:

- Website hosting;
- Telecommunications and SMS messaging;
- Church management systems;
- Email services;
- Scheduling and volunteer management;
- Event registration;
- Payment processing;
- Information technology;
- Data storage and backup;
- Security;
- Background screening; and
- Other administrative or ministry-support services.

These providers receive information reasonably necessary to perform their services.

Ministry and Administrative Purposes

Information may be shared internally with appropriate staff, ministry leaders, campus leaders, or volunteers when reasonably necessary to administer the ministry or activity for which the information was provided.

Access is intended to be limited to individuals who have a legitimate ministry, safety, or administrative need for the information.

Legal and Safety Requirements

Crosswalk may disclose information when we reasonably believe disclosure is necessary to:

- Comply with applicable law, regulation, legal process, or governmental request;
- Protect the safety of an individual;
- Protect children or vulnerable persons;
- Prevent fraud, abuse, or unauthorized access;
- Protect Crosswalk's property, systems, or community; or
- Establish, exercise, or defend legal rights.

12. Crosswalk Affiliates and Ministry Relationships

Crosswalk is part of a network that may include independently operated churches, ministries, and other affiliated organizations.

Affiliated organizations maintain their own databases, communication systems, records, and privacy practices. Crosswalk does not provide affiliated organizations with direct access to Crosswalk's databases or information systems unless specifically authorized for a legitimate purpose.

From time to time, Crosswalk leaders, staff, ministry leaders, or volunteers may voluntarily provide an individual's contact information to an affiliated organization, or receive contact information from an affiliated organization, when reasonably necessary to facilitate ministry collaboration, leadership communication, introductions, events, or other legitimate organizational purposes.

For example, a Crosswalk leader may introduce an individual to a leader at an affiliated church and provide contact information so the individuals can communicate directly.

When Crosswalk provides contact information to an independent affiliate in this manner, the information is being shared for the specific ministry or organizational purpose for which the introduction is being made.

Once an independent affiliate receives information, that affiliate is responsible for its own handling, storage, use, and protection of the information in accordance with its own policies and applicable law.

Crosswalk does not sell or provide personal information to affiliates for commercial marketing purposes.

13. Payments, Donations, and Merchandise

Crosswalk may provide links to external services for donations, payments, event registrations, merchandise purchases, or other transactions.

Where a transaction is processed by an external provider, that provider may collect and process payment information according to its own privacy policy and terms.

Crosswalk generally does not need to receive or retain complete payment-card information to process such transactions.

Crosswalk's online giving and merchandise services may therefore operate through systems that are separate from Crosswalk's public website and internal ministry systems.

14. Livestreams, Photography, and Public Ministry Activities

Crosswalk services, events, and other ministry activities may be photographed, recorded, livestreamed, or otherwise documented.

Images or recordings may be used for ministry, archival, educational, communications, or promotional purposes.

Crosswalk may also receive or display content voluntarily submitted by individuals, such as photographs, testimonials, stories, or other materials.

Crosswalk maintains separate policies governing certain forms of online engagement and media use. Those policies may provide additional information regarding specific activities.

15. Cookies and Similar Technologies

Crosswalk websites may use cookies, local storage, analytics technologies, security technologies, or similar technical mechanisms.

These technologies may be used for purposes such as:

- Website functionality;
- Security;
- Session management;
- Performance monitoring;
- Understanding aggregate website usage; and
- Improving website functionality.

Third-party services embedded in or linked from our websites may independently use cookies or similar technologies according to their own policies.

Crosswalk does not use cookies or similar technologies for the purpose of selling personal information to advertisers.

16. Internal Systems and Separate Privacy Policies

Crosswalk uses separate systems for certain internal, ministry, administrative, and operational functions.

For example, Crosswalk may use internal church-management, volunteer, children's check-in, financial, communications, or employee systems that are not part of the public website.

The public website Privacy Policy does not replace policies governing separate systems.

In particular, Crosswalk's internal intranet has its own privacy policy. Information collected and maintained through the internal intranet is governed by that separate policy and applicable internal practices.

Likewise, Crosswalk's online engagement activities may be governed by a separate Online Engagement Policy.

17. Data Security

Crosswalk uses reasonable administrative, technical, and physical safeguards appropriate to the nature of the information we maintain.

No electronic system or method of transmitting information over the Internet can be guaranteed to be completely secure. Accordingly, while we work to protect information entrusted to us, we cannot guarantee absolute security.

18. Data Retention

Crosswalk retains information for as long as reasonably necessary for the purpose for which it was collected, for legitimate administrative or ministry purposes, to maintain appropriate records, or as otherwise required or permitted by law.

Retention periods may vary depending on the type of information and the purpose for which it is maintained.

When information is no longer reasonably necessary, Crosswalk may delete, anonymize, archive, or otherwise dispose of it in accordance with our administrative practices.

19. Your Choices and Requests

Individuals may contact Crosswalk regarding personal information that Crosswalk maintains about them.

Depending on the circumstances, an individual may request that Crosswalk:

- Provide information about how their information is being used;
- Correct inaccurate contact information;
- Update their ministry or volunteer information;
- Remove them from a ministry communication list;
- Withdraw consent for applicable SMS communications;
- Stop receiving non-essential communications; or
- Delete information where deletion is reasonably possible and appropriate.

Some information may need to be retained for legitimate administrative, legal, financial, safety, security, or recordkeeping purposes.

SMS recipients may opt out of applicable text messaging programs by replying **STOP**.

20. Third-Party Websites and Services

Crosswalk websites and communications may contain links to websites, applications, services, or organizations that are not controlled by Crosswalk.

Examples may include social media platforms, video services, online giving providers, event-registration systems, mapping services, church-management platforms, children's check-in systems, background-screening services, merchandise providers, and other third-party services.

Crosswalk is not responsible for the privacy practices of those third parties. We encourage individuals to review the privacy policies of third-party services before providing them with personal information.

21. Changes to This Privacy Policy

Crosswalk may update this Privacy Policy from time to time to reflect changes in our ministries, technology, communications practices, legal requirements, or organizational structure.

When changes are made, the updated policy will be posted on the applicable Crosswalk website with a revised "Last Updated" date.

22. Contact Us

Questions, requests, or concerns regarding this Privacy Policy or Crosswalk's handling of personal information may be directed to:

Crosswalk Church

10421 Corporate Drive, Suite B

Redlands, CA 92374

Phone: (909) 796-3000

Email: office@crosswalkvillage.com

For SMS-related questions or requests, individuals may also reply **HELP** to an applicable Crosswalk text message or reply **STOP** to withdraw from that SMS program.

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