



NEW LIFE
CHURCH

POLICY / DIGITAL & MINISTRY SERVICES

TERMS & CONDITIONS

WEBSITE / ONLINE GIVING / COMMUNICATIONS / MINISTRIES

EFFECTIVE DATE

JULY 13, 2026

NEWLIFEKZOO.COM



OVERVIEW

How these terms apply

Welcome to New Life Church of Kalamazoo ("the Church," "we," "us," or "our"). These Terms and Conditions govern your relationship with us, including your use of our website (<http://www.newlifezoo.com>), mobile applications, text messaging services, online giving platforms, and participation in our in-person and online ministries, events, and volunteer programs (collectively, the "Services").

YOUR AGREEMENT

By accessing our website, opting into our communications, or participating in our ministries, you agree to be bound by these Terms. If you do not agree, please do not use our Services.

01

Digital Content & Website Use

- **Permitted Use:** Our digital platforms are provided to share the Gospel, build community, and manage church administration. You agree to use them only for lawful, faith-based purposes.
- **Intellectual Property:** All sermons, livestream broadcasts, original music, graphics, articles, and logos are the property of the Church and are protected by copyright laws. You may stream, download, and share our media for personal, non-commercial, or small-group use, but you may not sell or repurpose it without written permission.
- **User-Contributed Content:** If you post prayer requests, comments, or join community forums on our platforms, you agree not to post anything defamatory, offensive, or private. We reserve the right to moderate or remove any content at our sole discretion.

02

Financial Stewardship & Online Giving

- **Secure Processing:** Online tithes, offerings, and donations are processed securely through our trusted third-party providers (i.e., Planning Center, Overflow). We do not store credit card details on our servers.
- **Refund Policy:** In alignment with tax laws and standard church accounting, charitable contributions are generally non-refundable. If you believe a processing error has occurred (such as a typo in the amount), please contact info@newlifezoo.com within 14 days.



03

Communication Terms (SMS & Email)

By providing your contact information to the Church, you agree to receive digital communications from us as outlined below. You can manage or revoke your consent at any time.

A / Email Communication Terms

- **Consent & Subscription:** By creating an account, filling out a connection card, registering for an event, or signing up via our website, you agree to receive emails from the Church. These may include weekly newsletters, ministry updates, spiritual encouragement, giving receipts, and administrative notices.
- **Frequency:** We respect your inbox. The overall frequency will depend on the specific ministries, groups, or volunteer teams you choose to join.
- **How to Opt-Out (Unsubscribe):** Every marketing or informational email we send includes an "Unsubscribe" or "Manage Preferences" link in the footer. You can click that link at any time to remove yourself from that specific email list or all church communications.
- **Transactional Emails:** Please note that even if you unsubscribe from informational newsletters, you may still receive automated transactional emails from us, such as event registration confirmations, giving statements, or password resets.

B / SMS and Text Messaging Terms

- **Consent & Opt-In:** By providing your mobile number and explicitly opting in (via web form, keyword, or paper sign-up), you consent to receive informational, pastoral, event, and emergency texts from us. Consent is completely voluntary and never a requirement for membership.
- **Frequency & Rates:** Message frequency varies based on the ministries you join. Message and data rates may apply depending on your wireless plan.

TEXT STOP TO OPT OUT

You can cancel the SMS service at any time. Just text STOP to (659) 201-1795. We will send a final confirmation text, and then stop messaging you.

TEXT HELP FOR ASSISTANCE

Text HELP for assistance, or contact us directly at info@newlifekzoo.com.

04

Ministries, Events, and Child Safety

Participation in our physical and digital church communities comes with a shared responsibility to keep everyone safe.

- **Child and Youth Safety:** The safety of minors is our highest priority. Parents or legal guardians must register children for children's ministry (e.g., Sunday School, youth group) and comply with our check-in/check-out policies. The Church enforces strict volunteer screening and background checks in accordance with our Child Protection Policy.
- **Event Registrations and Fees:** Registration fees for conferences, camps, or trips are subject to the specific cancellation and refund policies listed on that event's signup page.
- **Code of Conduct:** We expect all attendees, volunteers, and members to treat one another with dignity, respect, and kindness, creating a safe and welcoming environment across all church activities.



05

Media Release (Photography and Filming)

We love sharing what God is doing in our community. Please be aware of how we handle media:

- **Public Services:** Our main worship services and large public events are often livestreamed, recorded, or photographed. By attending an in-person service, you acknowledge that your image, likeness, or voice may appear in our online broadcasts, social media, or promotional materials.
- **Opting Out:** If you do not wish to be photographed or filmed, please notify a Worship Host or staff member before the service begins, and we will happily direct you to designated "no-film" seating areas.
- **Minors:** We take extra care with children. We will not publish close-up, identifiable photos or videos of minors from children's ministry environments without explicit parental consent.

06

Volunteer Guidelines

If you serve on a volunteer team (e.g., greeting, production, worship, hospitality):

- You agree to abide by the Church's internal leadership honor code.
- You understand that volunteering does not create an employment relationship.
- Certain roles (especially those involving finances, youth, or counseling) require passing a background check and completing mandatory training.

07

Disclaimers and Limitation of Liability

- **"As-Is" Service:** Our digital Services are provided on an "as-is" basis. We cannot guarantee that our website or app will never experience downtime or technical glitches.
- **Pastoral Guidance Disclaimer:** The spiritual encouragement, prayer, and pastoral guidance offered by our staff or volunteers are intended for spiritual growth and support. It is not a substitute for professional legal, medical, or mental health counseling.
- **Limitation:** To the fullest extent permitted by law, the Church, its trustees, officers, and employees shall not be liable for any damages arising out of your participation in our digital or physical services.

08

Changes to These Terms

We may update these Terms and Conditions as our ministries evolve. When we do, we will update the "Effective Date" at the top of this page. Your continued engagement with our church constitutes your acceptance of the updated terms.



09

Contact Information

If you have questions or need to update your communication preferences, please reach out to us.

NEW LIFE CHURCH

5115 Portage Rd.
Kalamazoo, MI 49002

CONTACT

info@newlifezkzoo.com

[\(269\) 350-3138](tel:(269)350-3138)

newlifezkzoo.com

ADMINISTRATIVE REFERENCE

Next Steps for Implementation

01**Add a Privacy Policy**

A T&C tells users how they must behave; a Privacy Policy tells users how you protect their data. You will want a separate link for that (especially to satisfy stricter SMS compliance laws).

02**Make it Accessible**

Put the link to this document in your website's footer, on your online giving page, and inside your church mobile app.

Effective July 13, 2026



NEW LIFE
CHURCH

POLICY / DATA & COMMUNICATIONS

PRIVACY POLICY

WEBSITE / COOKIES / SECURITY / MOBILE MESSAGING

EFFECTIVE DATE

JULY 13, 2026

NEWLIFEKZOO.COM



OVERVIEW

How we protect your information

This privacy policy outlines how New Life Church uses and protects any information that you give New Life Church of Kalamazoo, MI when you use this website.

OUR COMMITMENT

New Life Church of Kalamazoo, MI is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

New Life Church of Kalamazoo, MI may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective starting July 13, 2026.

01 What We Collect

We may collect the following information:

INFORMATION YOU PROVIDE

- Personally identifiable information that you provide to us

WEBSITE AND DEVICE INFORMATION

- Viewing patterns
- Browser software and versions
- Operating system
- IP address
- Search engine keywords

02 What We Do With Gathered Information

We require this information to understand your needs and provide you with a better service, particularly for the following reasons:

- To fulfill your requests for products or services
- To assist us in serving you related to a ministry in which you or your family/child participates
- To organize volunteers for ministry purposes
- To contact you when necessary
- To view and analyze site usage and operations
- To identify and address problems within our site, ministry or services
- To provide you with personalized messaging within the site

We may disclose your information to companies that provide services for us, or with whom we have a relationship in order to offer you targeted information about events or services we believe may be of interest to you.



03

Security

SAFEGUARDING YOUR INFORMATION

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure, we have put in place physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Any data collected on the website is stored in a secure database. Access to the data is restricted by password protection.

04

How We Use Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. The file is added and the cookie helps analyze web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use cookies and/or sessions to identify which pages are being used. This helps us analyze data about web page traffic and improve our website in order to tailor it to customer needs. Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not.

A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

YOUR COOKIE CHOICES

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.



05

Mobile Messaging (SMS) Privacy

When you opt in to our SMS messaging service, we collect your mobile phone number and message metadata (e.g., timestamps, delivery status). This data is processed solely to deliver messaging functionality to you, such as announcements, reminders, and time-sensitive updates.

YOUR DATA

We do not share or sell this data.

We must obtain your explicit, documented consent before sending you messages. By opting in, you acknowledge that message and data rates may apply and that message frequency may vary.

OPT OUT

Reply with STOP, QUIT, END, CANCEL, or UNSUBSCRIBE at any time.

GET HELP

Reply with HELP to automatically receive information on getting assistance.

We are committed to honoring all opt-out requests immediately and ensuring all messages comply with applicable laws and regulations, including the Telephone Consumer Protection Act (TCPA).

06

Links to Other Websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over other websites. Therefore, we cannot be responsible for the protection and privacy of any information which you provide while visiting such sites and such sites are not governed by this privacy statement.

You should exercise caution and look at the privacy statement applicable to the website in question. New Life Church of Kalamazoo, MI does not endorse or take responsibility for any other website or the content of any other website.

07

Controlling Your Personal Information

YOUR PERSONAL INFORMATION

All information collected is assumed to be for informational purposes. We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

Effective July 13, 2026



NEW LIFE
CHURCH

POLICY / KIDS & STUDENT MINISTRIES

KIDS & YTH PARTICIPATION POLICY

SAFETY / RESPECT / BEHAVIOR / PARTNERSHIP

MINISTRY POLICY

KIDS + YTH

NEWLIFEKZOO.COM



OVERVIEW

A safe place to belong and grow

At New Life Church, we are committed to creating a safe, respectful, fun, and Christ-centered environment for every child and student. Our goal is to partner with families as we help kids and students Know God, Find Freedom, Discover Purpose, and Make a Difference.

OUR COMMITMENT

This policy explains the participation expectations and response procedures used in Kids Ministry and YTH so families, students, volunteers, and leaders can work together with clarity and care.

01 Our Commitment to Safety

- Remain within designated ministry areas and approved activity spaces
- Follow instructions and boundaries set by leaders
- Treat others with kindness and respect
- Help maintain a safe and distraction-free environment

Repeated wandering, entering restricted areas, unsafe behavior, or threats toward others may result in parent/guardian contact and possible dismissal from the program.

02 Respect and Conduct Expectations

- Repeated disruption during lessons or activities
- Defiance toward leaders or ministry guidelines
- Inappropriate language or behavior toward others
- Refusal to follow safety instructions or boundaries

Ongoing disruptive behavior may result in parent/guardian contact and temporary removal from the program if necessary.

03 Aggressive or Unsafe Behavior

CARE, WISDOM, AND GRACE

New Life Church does not tolerate violent or intentionally harmful behavior. We desire to work alongside families with care, wisdom, and grace to help every child succeed within ministry environments.



04

Aggression Toward Self

If a child displays harmful behavior toward themselves beyond normal playfulness or attention-seeking, a parent/guardian will be contacted immediately to help calm and redirect the child.

REMAIN IN CLASS

The child may safely remain in class.

REMAIN WITH PARENT/GUARDIAN

The child may remain with their parent/guardian for the remainder of the service or event.

PARTNER WITH US

Families are encouraged to communicate with ministry leaders in advance regarding any ongoing behavioral or emotional needs so we can best support their child.

05

Aggression Toward Others

Aggressive behavior toward another child, student, volunteer, or adult, including hitting, kicking, biting, spitting, or other physical aggression, will be addressed immediately.

INCIDENT	RESPONSE
First Incident	Parents/guardians will be contacted, and the child/student will remain with them for the remainder of the service or event.
Second Incident	Parents/guardians will be contacted again. The child/student will be temporarily removed while ministry leadership and parents create a re-entry plan.
RETURN TIMELINE	Return timelines will depend on the individual needs and circumstances of the child/student, but will generally be no shorter than two weeks.

06

Partnering Together

THANK YOU

We believe the best ministry happens when families and church leaders work together. Thank you for partnering with us to make New Life Church Kids Ministry and YTH a safe and welcoming place for everyone.