

Privacy Policy (Apps)

Last updated: September 17, 2025

Grace Alive Ministries ("we") respect your privacy. This Privacy Policy explains who we are, how we collect, use, and share personal information about you, and how you can exercise your privacy rights. This Privacy Policy only applies to personal information that we collect when you use or interact with our mobile application ("**App**").

We recommend that you read this Privacy Policy in full to ensure you are fully informed. If you have any questions or concerns, please contact us using the contact details provided at the end of this Privacy Policy.

What does Grace Alive Ministries do?

Grace Alive Ministries is a non-denominational ministry, headquartered in Richmond, VA, US.

App Powered by Pushpay

Our App is powered by Pushpay. To understand Pushpay's practices and how you can exercise your privacy rights with Pushpay, visit Pushpay's Privacy Policy, available at <https://pushpay.com/legal-center/privacy/>.

Personal information we collect

The personal information that we collect about you through the App depends on how you interact with us:

- *Information that you provide voluntarily*

We collect certain personal information from you when you choose to provide us with this information on or through our App, including but not limited to your first and last name, address, email address, and phone number.

- *Information that we collect automatically*

The App may collect certain information automatically from your device when you use it, such as information about the device or browser that you are accessing the App from or diagnostic data. In some countries, including countries in the European Economic Area ("EEA"), this information may be considered personal information under applicable data protection laws. The App may also collect information about how your device has interacted with the App, including the pages accessed and links clicked. Some of this information may be collected using cookies and similar tracking technologies. To learn more, visit Pushpay's Cookie Notice page: (<https://pushpay.com/legal-center/cookie-notice>).]

How we use your personal information

We may use your information to:

- Send updates, event reminders, or announcements
- Respond to prayer requests or contact forms
- Improve the app and better serve our community
- Troubleshoot technical issues

We do not sell or share your personal information with third parties for marketing purposes.

Push Notifications

With your permission, the app may send you push notifications about upcoming events, services, or updates from the ministry. You can disable these anytime through your device settings.

Third-Party Services

We may use third-party services for analytics, crash reporting, or hosting content (e.g., YouTube, Firebase, Google Analytics for Firebase). These providers may collect information as governed by their own privacy policies.

Children's Privacy

The app is designed for general audiences but may include resources for children and youth. We do not knowingly collect personal data from children under 13 without parental consent.

Data security

We use appropriate technical and organisational measures to protect the personal information that we collect about you through the App. Further information regarding data security measures of our service provider for this app can be found on Pushpay's website at <https://pushpay.com/security>. Please be advised, however, that while we deploy these security measures and strive to protect your personal data, the use of the internet is not 100% secure, and for this reason we cannot guarantee the security or integrity of any personal data that you transmit or disclose to us online.

Data retention

We retain your personal information for as long as we require it for the purposes set out in this Privacy Policy. However, we may also keep some of your personal information for a specified period of time as required by certain laws (for example to comply with applicable legal, tax or accounting requirements).

Your data protection rights

If you have a desire to delete your data in our possession, please reach out to us as outlined in the How to contact us section below.

Updates to this Privacy Policy

We may update this Privacy Policy from time to time, and the changes are effective upon publication.

How to contact us

If you have any questions or concerns about this Privacy Policy, or wish to submit a privacy rights request, please contact us at: info@gracealivenow.org