

Terms and Conditions

Welcome to **Homeless Intervention Services of Orange County (HIS-OC)**. By accessing our website, mobile application, donation platform, or participating in our programs, you agree to comply with the following **Terms and Conditions**. If you do not agree, please do not use our services.

1. Introduction

HIS-OC is a **501(c)(3) nonprofit organization** dedicated to helping individuals and families transition out of homelessness by providing housing programs, support services, and resources. These Terms govern the use of our website ([Insert Website URL]), mobile app, donation platform, volunteer programs, and any other related services provided by HIS-OC.

2. Use of Our Website and Services

By using our website and services, you agree to:

- Use our platform solely for lawful and nonprofit purposes that align with our mission.
- Provide accurate information when signing up for programs, volunteering, or making donations.
- Respect the privacy and rights of other users, volunteers, and beneficiaries.

You may **not**:

- Use our website or services for fraudulent, abusive, or illegal activities.
- Attempt to disrupt or interfere with our website's security or functionality.
- Misrepresent yourself or provide false information to access our services.

3. Donations and Payments

- All donations made to HIS-OC are voluntary and **non-refundable** unless an error was made in processing your payment. Refund requests must be submitted within **14 days** of the transaction.
- HIS-OC reserves the right to **deny refund requests** if the donated funds have already been allocated to charitable activities.
- Donations will be used at HIS-OC's discretion to further its charitable mission, including but not limited to **housing support, outreach, and community programs**.
- HIS-OC is a **501(c)(3) nonprofit organization**, and donations may be **tax-deductible**. Donors should consult their tax advisor for details.
- We use third-party payment processors to handle online donations. HIS-OC is not responsible for any issues arising from these payment services.

4. Recurring Donations

- If you set up a **monthly donation**, you authorize our payment provider to process donations on the scheduled date each month.
- You can modify or cancel your recurring donation at any time by contacting us at **fundraising@his-oc.org**

5. Volunteer & Program Participation

By signing up for a volunteer program or any of our services, you acknowledge that:

- HIS-OC reserves the right to conduct background checks where necessary.
- Participation may require compliance with additional program-specific guidelines.
- HIS-OC is not liable for any personal injury, loss, or damage that may occur while volunteering or participating in programs.

6. Privacy Policy & Data Protection

Your personal information is handled according to our **Privacy Policy**, which outlines how we collect, store, and use your data. By using our services, you agree to our data practices as described in the Privacy Policy.

- Users in **California** have specific rights regarding their personal data, as outlined in the **California Consumer Privacy Act (CCPA)**. If you are a California resident, you may request access to, deletion of, or information about your data collection by contacting us.
- HIS-OC does **not sell or share** personal information with third parties for marketing purposes.

7. Intellectual Property

- All content on the HIS-OC website, including text, images, logos, and program materials, is owned by HIS-OC unless otherwise stated.
- Users may not copy, modify, distribute, or reproduce our content without written permission.

8. External Links & Third-Party Services

- Our website may contain links to external websites or services. HIS-OC is not responsible for the content, security, or privacy policies of these third-party sites.
- Users should review third-party terms before engaging with their services.

9. Disclaimer & Limitation of Liability

- HIS-OC provides its services on an "**as-is**" **basis** without guarantees of uninterrupted service or accuracy.
- We are **not liable** for any direct or indirect damages arising from the use of our website, programs, or services.

10. Indemnification

By using our services, you agree to **indemnify, defend, and hold harmless HIS-OC** from any claims, liabilities, damages, or expenses (including legal fees) arising from:

- Your violation of these Terms and Conditions.
- Your misuse of our services.
- Any third-party claims related to your actions while using HIS-OC's services.

11. Dispute Resolution

- Any disputes arising from these Terms and Conditions shall **first be attempted to be resolved through mediation or arbitration** before proceeding to litigation.
- If mediation fails, disputes shall be resolved in the courts of **Orange County, California** under the laws of the **State of California, USA**.

12. Modifications to These Terms

HIS-OC reserves the right to update these Terms and Conditions at any time. Any changes will be posted on our website, and continued use of our services signifies acceptance of the updated terms.

13. Contact Information

For any questions regarding these Terms and Conditions, please contact us:

Homeless Intervention Services of Orange County (HIS-OC)

info@his-oc.org

(714) 993-5774

P.O. Box 1293, Placentia CA, 92871