Creshendo Privacy Policy

Last updated: November 2026

Creshendo ("Creshendo," "we," "us," or "our") values your trust. This Privacy Policy explains how we collect, use, store, and protect your information when you visit our Website, use our Services, or subscribe to our communications. It also describes your privacy rights and the choices available to you under applicable laws.

This Privacy Policy explains how Creshendo collects, uses, shares, stores, and protects personal information through our website, donations, communications, programs, and related activities. Where consent is required by applicable law, we will request it separately.

Interpretation and Definitions

Words with capitalized initials have defined meanings under the following conditions. The definitions apply whether singular or plural. For purposes of this Privacy Policy:

- **Account:** A unique account created for you to access our Services.
- **Affiliate:** Any entity controlled by, controlling, or under common control with Creshendo.
- **Company:** Creshendo, 11166 Fairfax Blvd, Ste 500, #1221, Fairfax, Virginia, 22030-0177.
- **Cookies:** Small data files placed on your device to support functionality and improve your experience.
- **Country:** Virginia, United States.
- **Device:** Any device that can access our Services, including computers, smartphones, and tablets.
- **Personal Data:** Information that identifies or can reasonably identify an individual.
- **Service:** The Website and related services provided by Creshendo.
- **Service Provider:** Any third party engaged by the Company to support or analyze our Services.
- **Usage Data:** Information automatically collected about how the Services are accessed and used.
- **Website:** https://www.creshendo.org
- **You:** The individual accessing the Services, or the company or legal entity on whose behalf such individual is acting.

Data We Collect

Personal Data Provided by You

We may collect:

- Name and email address
- Company or contact details provided through forms or inquiries
- Mobile phone number (if you opt in to SMS communications)
- Donor information, including donation history and transaction details, but not full payment card numbers unless Creshendo actually receives them.
- Volunteer and program registration information, including relevant experience, interests, and availability.

- Participant information collected through program registration, surveys, or evaluations.
- Photographs, videos, testimonials, and personal stories submitted voluntarily.
- Information relating to sensitive personal circumstances, where necessary for authorized programs.
- Other information you choose to provide voluntarily

Usage Data (Automatic Collection)

When you use our Website or Services, we may collect:

- Internet Protocol (IP) address
- Browser type and version
- Pages visited, time and date of visits, and session duration
- Device identifiers and diagnostic data
- Mobile device type and operating system, when applicable

Cookies and Tracking Technologies

We use Cookies, web beacons, and similar tools to:

- Enable secure operation of our Services
- Remember your preferences (e.g., language, login details)
- Understand how visitors use our Website so we can improve it

We use essential cookies necessary for website operation and may use optional analytics or other tracking technologies to understand website performance. Where required by law, we request consent before activating nonessential cookies. Visitors can manage or withdraw their cookie preferences through the website's cookie settings.

How We Use Your Information

We use Personal Data for purposes including:

- **Service delivery:** To operate, maintain, and improve our Services.
- **Communications:** To send newsletters, service updates, and important notices.
- **Security:** To detect, prevent, and address technical issues or fraudulent activity.
- **Analytics:** To evaluate usage trends and improve user experience.
- **Compliance:** To meet legal obligations and enforce agreements.

We do not sell, rent, or trade your Personal Data.

Legal Basis for Processing

Where applicable data protection laws require a lawful basis, Creshendo processes personal information based on consent, legitimate interests, legal obligations, or the performance of agreements, depending on the specific activity. For example, we may rely

on consent for optional newsletters and storytelling permissions; legitimate interests for responding to inquiries and maintaining website security; legal obligations for financial records; and agreements where applicable to program participation. Additional legal requirements apply where we process sensitive personal information.

Data Sharing

We may share information only in the following circumstances:

- **With Service Providers:** Trusted vendors supporting our business operations (e.g., analytics, hosting, email delivery).
- **Business Transfers:** In the event of a merger, acquisition, or asset transfer.
- **Legal Requirements:** If required by law, regulation, or valid legal process.
- **Protection:** To safeguard Creshendo, our clients, or the public against fraud or harm.

We may share information with service providers that support donations, communications, website hosting, volunteer coordination, and program delivery. We limit sharing to what is reasonably necessary for the stated purpose and use appropriate contractual or other safeguards where required.

Data Retention

- Personal Data is retained only as long as necessary to provide our Services, comply with legal obligations, resolve disputes, and enforce our policies.
- Usage Data is generally retained for a shorter period unless required for security, compliance, or improvement of our Services.

We retain inquiry information for as long as needed to respond and manage related follow-up; newsletter subscription information until an individual unsubscribes, subject to any necessary suppression records; donation records for applicable financial and legal recordkeeping periods; and program information for the period necessary to deliver, evaluate, and document the relevant activities. We review information for deletion or anonymization when no longer needed.

Data Transfers

If Personal Data is transferred outside your jurisdiction, we ensure it is protected through lawful safeguards, including contractual commitments and security measures consistent with applicable regulations (e.g., GDPR, CCPA).

Creshendo is based in the United States and works with volunteers, partners, and service providers internationally. Personal information may therefore be stored or accessed outside the country where it was collected. Where GDPR or other applicable laws require specific safeguards for international transfers, Creshendo will use the appropriate lawful mechanisms.

Your Privacy Rights

Depending on your jurisdiction, you may have the right to:

- Access, correct, or delete your Personal Data
- Restrict or object to certain processing
- Request a copy of your Personal Data (data portability)
- Opt out of marketing communications at any time
- Opt out of SMS messages at any time by replying STOP

Depending on applicable law, you may request access to, correction of, or deletion of your personal information; object to or restrict certain processing; request data portability; or withdraw consent at any time where processing relies on consent. Withdrawal does not affect processing that was lawful before withdrawal.

You may also have the right to lodge a complaint with your relevant data protection authority. Contact info@creshendo.org to exercise your rights. We will respond within applicable legal time limits.

Security

We implement technical, administrative, and organizational safeguards designed to protect Personal Data. While no system is 100% secure, we work to minimize vulnerabilities and respond promptly to any incidents. Access to personal information is limited to authorized team members, volunteers, and service providers who need it for legitimate organizational purposes. We use organizational and technical safeguards appropriate to the nature and sensitivity of the information.

Children's Privacy

Our website and services are not specifically directed toward children. We do not intentionally collect personal information directly from children through our website. If you believe a child has provided personal information to us without appropriate authorization, please contact us at info@creshendo.org so we can review and address the situation.

Photography, Storytelling, and Testimonials

Creshendo may collect photographs, recordings, testimonials, and personal stories in connection with its mission. Where required, we obtain separate, informed permission before using identifiable personal stories or images publicly. Participation in public storytelling is voluntary and is not a condition of receiving program support. Individuals may contact us to withdraw permission for future use, subject to applicable legal limitations.

Third-Party Websites

Our Website may contain links to third-party websites. We are not responsible for their privacy practices and encourage you to review their policies.

Required Information and Automated Decisions

Certain information may be required to process donations, respond to inquiries, or facilitate program registration. If required information is not provided, we may be unable to complete the relevant request or service. Optional information is voluntary.

Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page with a revised "Last updated" date. If changes are significant, we will provide additional notice (such as an email or a banner on our Website).

Contact Us

For questions about this Privacy Policy or our data practices, contact us:

Creshendo

11166 Fairfax Blvd., Ste 500, #1221

Fairfax, VA 22030-0177, United States

info@creshendo.org

https://creshendo.org