

Privacy Policy

urbancrest.church

Effective Date: July 20, 2026

Last Updated: July 20, 2026

Urbancrest Church ("Urbancrest," "we," "us," or "our") respects your privacy. This Privacy Policy explains how we collect, use, disclose, and protect information when you visit urbancrest.church, create an account, submit a form, interact with our online tools, or use other services connected to our website.

1. Information We Collect

Information You Provide

We may collect information that you voluntarily provide, including:

- Your name
- Email address
- Telephone number
- Mailing address
- Account login information
- Communication preferences
- Information submitted through a connect card
- Event registrations
- Volunteer or ministry interest information
- Newsletter subscriptions
- Messages, questions, and feedback
- Prayer requests
- Information submitted through the prayer wall
- Donation-related information
- Information submitted through AI-assisted search or chat features
- Information about children or family members submitted by a parent or legal guardian

Please do not submit confidential information about another person unless you have permission to do so.

Information Collected Automatically

When you use the website, we and our service providers may automatically collect information such as:

- Internet Protocol address
- Browser and device type
- Operating system
- Pages viewed
- Links selected

- Referring website
- Approximate geographic location
- Dates and times of visits
- Website performance and error information
- Cookie and similar technology identifiers
- Search queries and interactions with website tools

This information helps us operate, secure, understand, and improve the website.

2. How We Use Information

We may use information to:

- Provide and operate the website
- Create and manage user accounts
- Respond to questions and requests
- Process event registrations
- Communicate about ministries, events, services, and church updates
- Manage newsletter subscriptions
- Receive and respond to prayer requests
- Display approved prayer-wall submissions
- Process donations through third-party payment providers
- Connect people with appropriate staff members or ministry leaders
- Provide AI-assisted search and informational responses
- Improve website content and search results
- Understand how visitors use the website
- Detect fraud, misuse, and security threats
- Maintain records
- Meet legal, financial, and administrative obligations
- Protect Urbancrest, website users, and other people

We may also use aggregated or de-identified information that does not reasonably identify an individual.

3. Prayer Requests and Public Submissions

Prayer requests may contain sensitive or personal information.

When submitting a prayer request, you may be given options concerning how the request is shared. Depending on the option selected, a prayer request may be:

- Shared privately with authorized Urbancrest staff members or prayer volunteers
- Shared without your full name
- Published on a public or member-visible prayer wall

Information submitted to a public area may be viewed, copied, or shared by other people. Do not include medical details, addresses, telephone numbers, information about minors, or private information about another person in a public prayer request.

Urbancrest may review, edit, hide, or remove prayer-wall submissions for privacy, safety, pastoral, legal, or ministry reasons. Submission does not guarantee publication.

Private prayer requests may be shared with appropriate Urbancrest staff members or authorized ministry volunteers when reasonably necessary to respond or pray for the request.

The website is not an emergency response service. Contact emergency services when immediate assistance is needed.

4. AI-Assisted Search and Website Tools

Urbancrest may provide AI-assisted search, question-answering, or chat features to help visitors find information about the church.

When you use these features:

- Your question or search may be recorded
- Interaction and technical data may be processed by service providers that support the feature
- Questions may be reviewed to improve website content and identify information visitors are seeking
- Responses may be generated from Urbancrest's knowledge base and other approved content

Do not submit confidential prayer requests, financial information, passwords, medical records, or other highly sensitive information through an AI-assisted search feature.

AI-generated responses may occasionally be incomplete, outdated, or incorrect. These tools are provided for general informational purposes and are not a substitute for direct communication with Urbancrest staff, pastoral counseling, emergency assistance, or professional medical, legal, or financial advice.

5. Accounts

Some website features may allow you to register for an account.

When creating an account, you are responsible for providing accurate information and protecting your password. We may collect and store your name, email address, encrypted or securely processed login credentials, account activity, and related preferences.

You may contact us to request assistance updating or deleting your account. Certain records may be retained when required for security, legal, financial, or administrative purposes.

6. Donations and Payment Information

Online donations may be processed by a third-party giving or payment provider.

Urbancrest may receive information such as:

- Donor name
- Contact information
- Donation amount
- Donation date
- Fund or designation
- Transaction identifier

- Limited payment-related information

Urbancrest generally does not receive or store complete payment-card numbers when payments are processed directly by a third-party provider.

Payment providers process information according to their own privacy policies and security practices.

7. Cookies and Similar Technologies

Urbancrest and its service providers may use cookies, local storage, pixels, and similar technologies to:

- Keep the website functioning
- Maintain account sessions
- Remember preferences
- Provide security
- Measure website traffic
- Diagnose technical problems
- Understand how visitors use the website
- Improve content and performance

Your browser may allow you to block or delete cookies. Blocking necessary cookies may prevent certain website features from functioning properly.

Where required, the website may provide additional cookie notices or consent controls.

8. How We Share Information

Service Providers

We may use service providers for:

- Website hosting
- Database and account management
- Email delivery
- Event registration
- Church management
- Online giving and payment processing
- Video and media delivery
- Analytics
- Website security
- Technical support
- AI-assisted search
- Form processing and communications

These providers may process information only as needed to provide their services or as otherwise permitted under their own terms and privacy policies.

Urbancrest Staff and Ministry Volunteers

Information may be shared with staff members and authorized volunteers when reasonably necessary to respond to a request, coordinate a ministry, provide pastoral care, manage an event, or perform church operations.

Legal and Safety Reasons

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

- Comply with applicable law or legal process
- Respond to lawful government requests
- Protect the rights, property, or safety of Urbancrest or others
- Investigate fraud, abuse, or security concerns
- Prevent serious harm
- Enforce our website terms

Organizational Changes

Information may be transferred as part of a merger, restructuring, transfer of assets, or similar organizational change, subject to applicable law.

Urbancrest does not sell personal information for money.

9. Third-Party Websites and Embedded Content

The website may link to or embed services operated by other organizations, including:

- Church Center or Planning Center
- Online giving providers
- Email platforms
- Social media services
- Video-hosting or livestream platforms
- Maps
- Event registration tools
- Ministry resources

These services may collect information independently and are governed by their own privacy policies. Urbancrest is not responsible for the privacy practices of third-party websites or services.

10. Email and Communication Preferences

You may receive ministry updates, newsletters, event information, account notices, or responses to your requests.

You may unsubscribe from optional email newsletters by using the unsubscribe link in the message or by contacting Urbancrest.

We may continue sending administrative or transactional communications, such as account-security messages, registration confirmations, donation receipts, or direct responses to your requests.

11. Children's Privacy

The general website is not intended for children under 13 to create accounts or submit personal information independently.

Parents and legal guardians may submit information concerning their children for ministry participation, event registration, safety, or communication purposes.

Children under 13 should not create an account, join a mailing list, post to the prayer wall, or submit personal information without the involvement and permission of a parent or legal guardian.

Contact us if you believe a child has submitted personal information without appropriate parental involvement. We will review the request and take appropriate action.

12. Data Retention

We retain personal information for as long as reasonably necessary to:

- Provide website and ministry services
- Maintain accounts
- Respond to requests
- Preserve donation and financial records
- Meet legal or administrative obligations
- Resolve disputes
- Protect the website and its users
- Maintain appropriate church and ministry records

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

Prayer requests and public submissions may be removed earlier based on ministry practices, user requests, or moderation decisions.

13. Information Security

Urbancrest uses reasonable administrative, technical, and organizational safeguards intended to protect personal information.

No website, database, transmission method, or storage system can be guaranteed to be completely secure. You are responsible for using a strong password and protecting your account credentials.

14. Your Choices and Requests

Depending on your location and applicable law, you may request that we:

- Provide access to certain personal information
- Correct inaccurate information
- Delete certain information
- Update communication preferences
- Close an account
- Remove a public prayer request or other submission

Some requests may be limited by legal, financial, security, pastoral, or record-retention obligations.

We may need to verify your identity before completing a request.

15. Visitors Outside the United States

Urbancrest is located in Ohio, United States. Information submitted through the website may be processed and stored in the United States or in other locations where our service providers operate.

Visitors outside the United States understand that privacy laws in those locations may differ from the laws in their country.

16. Changes to This Privacy Policy

We may update this Privacy Policy as website features, ministry practices, service providers, or legal requirements change.

The updated policy will be posted on this page with a revised effective date. Continued use of the website after an update means the revised policy will apply to future use and information collection.

17. Contact Urbancrest

Questions or privacy requests may be directed to:

Urbancrest Church
2634 Drake Road
Lebanon, Ohio 45036
Email: office@urbancrest.org
Phone: 513-932-4405