

Privacy Policy: Tech Exchange

Effective Date: May 21, 2026

Welcome to [Tech Exchange](#) (“Tech Exchange,” “we,” “our,” or “us”). We are committed to protecting your privacy and being transparent about how we collect, use, store, and share your information.

This Privacy Policy explains how information is collected and used when you interact with our website, programs, services, events, communications, surveys, raffles, and community initiatives.

1. Who We Are

Tech Exchange is a nonprofit organization dedicated to advancing digital equity by providing technology access, digital literacy training, internet connectivity, workforce development, technical support, and community services.

2. Information We Collect

We may collect personal information when you:

- Visit our website
- Fill out forms or applications
- Register for events, programs, raffles, or surveys
- Apply for internet or device programs
- Request support or services
- Subscribe to newsletters or SMS communications
- Donate, purchase devices, or participate in community initiatives
- Communicate with our staff

Personal Information We May Collect

- Full name
- Email address
- Phone number
- Mailing address
- Organization, school, or employer information
- Program participation information
- Survey responses
- Communication preferences

- Any information voluntarily submitted through forms or communications

Technical and Usage Information

We may automatically collect certain technical information, including:

- IP address
- Browser type
- Device information
- Pages visited
- Website interactions
- Referral links
- Cookies and analytics data

3. How We Use Your Information

Tech Exchange may use collected information to:

- Provide programs, services, and technical support
- Process registrations, applications, donations, and purchases
- Deliver digital literacy and internet access services
- Communicate regarding programs, events, and updates
- Respond to inquiries and customer support requests
- Send newsletters, announcements, and community opportunities
- Conduct surveys and raffles
- Improve our programs, services, and website experience
- Measure advertising and outreach effectiveness
- Support fundraising and nonprofit initiatives
- Maintain internal records and reporting requirements

4. SMS and Email Communications

By providing your contact information through our website, forms, event registrations, surveys, or communications, you may receive communications from Tech Exchange by email, phone call, or SMS/text message regarding:

- Program updates
- Service notifications
- Appointment reminders
- Technical support
- Event information
- Community resources
- Surveys and raffles
- Fundraising campaigns

- Digital equity opportunities

Message frequency may vary. Message and data rates may apply.

You may opt out of SMS communications at any time by replying STOP.

For assistance, reply HELP or contact us directly.

You may unsubscribe from marketing emails at any time using the unsubscribe link included in emails.

5. SMS Consent and Opt-In

Tech Exchange may obtain SMS consent through:

- Website forms
- Event registrations
- Program applications
- Verbal consent during phone or in-person interactions
- Email consent
- Written or digital opt-in forms

Individuals are informed that consent is voluntary and may be withdrawn at any time.

6. SMS Data Protection

SMS consent information and phone numbers collected for SMS purposes will not be shared, sold, rented, or disclosed to third parties or affiliates for marketing purposes.

Text messaging originator opt-in data and consent information will remain confidential except as required to operate messaging services or comply with applicable law.

7. Third Party Services and Platforms

We use trusted third party platforms and service providers to support our website, communications, programs, outreach, fundraising, analytics, and operations, including:

- [Wix](#) for website hosting and forms
- [Salesforce](#) for customer relationship management and secure data management
- [Mailchimp](#) for email communications and newsletters
- [Google Ads](#) for advertising and outreach campaigns
- [Meta Platforms \(Facebook and Instagram\)](#) for social media engagement, outreach, and advertising
- Analytics, SMS, and communication service providers used to support our operations

These third parties may collect or process information according to their own privacy policies and terms.

8. Cookies and Tracking Technologies

Our website may use cookies, Meta Pixel, analytics tools, and similar tracking technologies to:

- Improve website functionality and user experience
- Analyze website traffic and engagement
- Measure advertising effectiveness
- Deliver relevant content and outreach campaigns

Users may manage cookie settings through their browser preferences.

9. How We Share Information

Tech Exchange does not sell personal information.

We may share information only in limited circumstances, including:

- With trusted service providers supporting our operations
- With funding or program partners, when necessary for program administration
- To comply with legal obligations or lawful requests
- To protect the rights, safety, and security of Tech Exchange, participants, staff, and the public

10. Data Security

Tech Exchange implements reasonable administrative, technical, physical, and organizational safeguards designed to protect personal information from unauthorized access, disclosure, misuse, alteration, or loss.

These safeguards may include secure cloud-based systems, restricted access controls, staff training, password protections, and third-party platform security measures provided through trusted service providers such as [Wix](#), [Salesforce](#), and [Mailchimp](#).

However, no method of electronic transmission, storage, or internet communication can be guaranteed to be completely secure, and Tech Exchange cannot guarantee absolute security of information.

11. Your Rights and Choices

You may:

- Opt out of SMS communications by replying STOP
- Unsubscribe from marketing emails
- Request access to your information
- Request updates or corrections to your information
- Request deletion of personal information, subject to legal or program requirements
- Contact us with privacy-related questions or concerns

12. California Privacy Rights

Tech Exchange is a California nonprofit organization committed to protecting the privacy and personal information of the communities we serve.

While certain provisions of the California Consumer Privacy Act (CCPA) and California Privacy Rights Act (CPRA) may not directly apply to nonprofit organizations, Tech Exchange strives to follow privacy transparency and data protection best practices consistent with California privacy standards.

California residents may contact us to:

- Request access to personal information we may maintain about them
- Request corrections to inaccurate information
- Request deletion of personal information, subject to legal, operational, educational, grant reporting, or program requirements
- Ask questions about how personal information is collected, used, or shared

Tech Exchange does not sell personal information to third parties.

Users may also opt out of marketing communications at any time by:

- Replying STOP to SMS messages
- Clicking unsubscribe links in emails
- Contacting Tech Exchange directly

13. Children's Privacy and Student Information

Tech Exchange partners with K-12 schools, colleges, universities, nonprofits, and community organizations to provide technology access, digital literacy support, internet connectivity, device distribution, and related services.

In connection with these programs, Tech Exchange may receive or maintain limited student or participant information, including information related to device assignments, hotspot distributions, technical support, program participation, or service eligibility.

This information is used solely for operational, educational, reporting, support, and program administration purposes.

Tech Exchange does not knowingly market products or services directly to children under 13 and does not use student information for targeted advertising purposes.

When required, Tech Exchange works with schools, educational institutions, parents, guardians, and partner organizations to obtain appropriate consent and handle information in accordance with applicable laws and program requirements.

If we become aware that personal information has been collected improperly, we will take reasonable steps to delete or correct the information.

14. Updates to This Policy

We may update this Privacy Policy periodically. Any changes will be posted on this page with an updated effective date.

15. Contact Us

Tech Exchange
1716 Telegraph Avenue
Oakland, CA 94612

Email: community@techexchange.org

Phone: (510) 866- 2260

Website: [Tech Exchange Website](#)