

Privacy Policy

This Website might ask for some Data from its Users, only for the purposes of continued communication or evaluation of eligibility for our services.

This document can be printed for reference by using the print command in the settings of any browser.

Definitions and References

Personal Data or Data

Personal data is defined as any information provided by the User. This includes a personal identification number, email address, phone number, or name.

Usage Data

The information collected automatically through this Website (or third-party services employed in this Website), which can include: the IP addresses or domain names of the computers utilized by the Users who use this Website, the URI addresses (Uniform Resource Identifier), the time of the request, the method utilized to submit the request to the server, the size of the file received in response, the numerical code indicating the status of the server's answer (successful outcome, error, etc.), the country of origin, the features of the browser and the operating system utilized by the User, the various time details per visit (e.g., the time spent on each page within the Website) and the details about the path followed within the Website with special reference to the sequence of pages visited, and other parameters about the device operating system and/or the User's IT environment.

User

The individual using this Website.

Data Controller

The organization that determines the purposes and means of capturing Data, including the security measures concerning the operation and use of this Website. The Data Controller, unless otherwise specified, is Neighborhood Legal Services Program of the District of Columbia ("NLSP").

Website

This means <https://www.nlsp.org/> where the Data of the User is collected.

Cookies

Small sets of data that are stored in the User's device.

SMS Consent

Consent to receive SMS will be processed through NLSP's case management system. SMS consent is not shared with third parties for marketing purposes and will only be used to communicate between staff and clients for case follow-ups, scheduling or confirming meetings, and client satisfaction surveys.

Neighborhood Legal Services Program of the District of Columbia and Data Controller

Data may be freely provided by the User, or, in the case of Usage Data, collected automatically when using this Website.

Unless specified otherwise, all Data requested by this Website is mandatory and failure to provide this Data may make it impossible for this Website to provide certain services.

Any use of Cookies – or of other tracking tools – by this Website or by Neighborhood Legal Services Program of the District of Columbia of third-party services used by this Website serves the purpose of providing the legal services required by the User. Users are responsible for any third-party Data obtained, published, or shared through this Website and confirm that they have the third party's consent to provide the Data to Neighborhood Legal Services Program of the District of Columbia.

Methods of data collection

Neighborhood Legal Services Program of the District of Columbia takes appropriate security measures to prevent unauthorized access, disclosure, modification, or unauthorized destruction of the Data. The Data collection is carried out using computers and/or IT-enabled tools, following organizational procedures and modes strictly related to the purposes indicated. In addition, in some cases, the Data may be accessible to certain types of persons in charge, involved with the operation of this Website (administration, sales, marketing, system administration) or external parties (such as third-party technical service providers, mail carriers, hosting providers, IT companies, communications agencies) appointed, if necessary, as data processors by Neighborhood Legal Services Program of the District of Columbia.

Basis of collection

Neighborhood Legal Services Program of the District of Columbia may capture Data relating to Users if one of the following applies:

- Users have given their consent for one or more specific purposes, such as receiving emails, newsletters, and other types of communications.
- Provision of Data is necessary for the performance of the legal service or for determining service eligibility with the User.
- The collection is necessary for compliance with a legal obligation to which Neighborhood Legal Services Program of the District of Columbia is subject.

Place of collection

The Data is collected at Neighborhood Legal Services Program of the District of Columbia's operating offices and in any other places where the parties involved in the collection are located.

Retention time

Data shall be stored for as long as required for the purpose it has been collected for.

Therefore, Personal Data will be retained by Neighborhood Legal Services Program of the District of Columbia if the User does not request the deletion of their data. Furthermore, Neighborhood Legal

Services Program of the District of Columbia may be obliged to retain Data whenever required to do so for the performance of a legal obligation or upon order of an authority.

Once the User requests the deletion of Personal Data, that Data shall be deleted.

The purposes of your Data

The Data concerning the User is collected to allow Neighborhood Legal Services Program of the District of Columbia to provide legal services, resources, and information and, comply with its legal obligations, detect any malicious or fraudulent activity, as well as the following: Handling activity data, Interaction with external social networks and platforms, registration to events and authentication, analytics and displaying content from external platforms.

Detailed information on the collection of Data

Our website provides links to many other websites. We are not responsible for the content or privacy practices of other websites. We collect anonymized information about how people use our website through tracking tools such as Google Analytics. The word “anonymized” means that the information cannot be identified with a specific person. Data is collected for the following purposes and using the following services:

- Google Analytics (Google LLC). Google Analytics is a web analysis service provided by Google LLC (“Google”). Google utilizes the Data collected to track and examine the use of this Website, to prepare reports on its activities and share them with other Google services. Google may use the Data collected to contextualize and personalize the ads of its own advertising network. We are not responsible, liable, or subject to claims based on the practices and policies of this provider.

The rights of Users

Users may exercise certain rights regarding their Data processed by Neighborhood Legal Services Program of the District of Columbia.

Users have the right to access their data by learning if data is being stored by Neighborhood Legal Services Program of the District of Columbia, and obtain a copy of the personal data stored, as defined above.

How to exercise these rights

Any requests to exercise User rights can be directed to the Neighborhood Legal Services Program of the District of Columbia by completing NLSP’s Online Inquiry Form at <https://www.nlsp.org/contact/inquiry-form>. Users should include a description of their request in the “Comments” section to ensure their inquiry is routed appropriately. . These requests can be exercised free of charge and will be addressed by the Neighborhood Legal Services Program of the District of Columbia as early as possible.

Information not contained in this policy

More details concerning the collection of Data may be requested from Neighborhood Legal Services Program of the District of Columbia at any time.

Changes to this privacy policy

Neighborhood Legal Services Program of the District of Columbia reserves the right to make changes to this privacy policy at any time by notifying its Users on this page and possibly within this Website and/or – as far as technically and legally feasible – sending a notice to Users via any contact information available to Neighborhood Legal Services Program of the District of Columbia. It is strongly recommended to check this page often, referring to the date of the last modification listed at the bottom.

Contact information

<https://www.nlsp.org/contact/locations>

Online Inquiry Form

<https://www.nlsp.org/contact/inquiry-form>

Last update: November 17, 2025