

Housing Authority of the City of Fort Worth dba

Fort Worth Housing Solutions

Privacy Policy Statement

Protecting your private information is a priority for the Housing Authority of the City of Fort Worth dba Fort Worth Housing Solutions (FWHS). This Privacy Policy Statement (“Privacy Policy” and “Statement”) governs FWHS’s collection and use of data. Unless otherwise noted, all references to FWHS include the Housing Authority of the City of Fort Worth, and its affiliates. This Privacy Policy governs and the collection and use of data on the website www.fwhs.org which is controlled by FWHS, and the term, “Site” or “website” used herein shall mean www.fwhs.org. By using the FWHS website, you consent to the data practices described in this Privacy Policy Statement.

Collection & Use of your Personal Information

FWHS does not collect any personal information about you unless you voluntarily provide such information to FWHS. For example, you may be required to provide certain personal information to FWHS when you elect to subscribe to receive FWHS email newsletters. Types of information requested may include, but are not limited to the following (this is not an exhaustive list):

- First and Last Name
- Mailing Address
- E-mail Address
- Phone Number

Sharing Information with Third Parties

- FWHS does not sell, rent or lease FWHS contact lists to third parties.
- FWHS may disclose your personal information, without notice, if:
 - a) required to do so by law
 - b) in the good faith belief that such action is necessary to conform to the edicts of the law or comply with legal process served on FWHS or the website site
 - (c) protect and defend the rights or property of FWHS, or the personal safety of FWHS staff or the public.

Automatically Collected Information

Information about your computer hardware and software may be automatically collected by FWHS. This information can include but is not limited to the following: your Internet Protocol (IP) address, browser type, domain names, access times and referring website addresses. This information is used to provide general user statistics regarding website traffic and use of the FWHS website.

Use of Cookies

The FWHS website may use "cookies" to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you and can only be read by a web server in the domain that issued the cookie to you. One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you personalize FWHS pages, or register with FWHS site, a cookie helps FWHS to recall your specific information on subsequent visits. This simplifies the process of recording your personal information. When you return to the same FWHS website, the information you previously provided can be retrieved, so you can easily use the FWHS features that you customized.

You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the FWHS websites you visit.

Links

The FWHS website contains links to other sites. Please be aware that this Privacy Policy does not apply to third party sites, and FWHS is not responsible for the content or privacy practices of such other sites. FWHS encourages users to be aware when they leave FWHS websites and to read the privacy statements of any other site that collects personally identifiable information. FWHS does not warrant the accuracy or timeliness of content published on a third party site, does not endorse or recommend content, viewpoints, or services or products linked from this Site, and will not be held liable for any losses or damages caused by reliance on information provided via a third party site.

Security of your Personal Information

FWHS has taken steps to secure your personal information from unauthorized access, use, alteration or disclosure, including but not limited to authentication, monitoring, and encryption, such as the Secure Sockets Layer (SSL) protocol.

Unfortunately, no data transmission over the Internet or any wireless network can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, you hereby acknowledge and agree that: (a) there are security and privacy limitations inherent to the Internet which are beyond FWHS's control; and (b) security, integrity, and privacy of any and all information and data exchanged between you and us through this Site cannot be guaranteed.

Attempts to upload information or change information on this Site without authorization is strictly prohibited, and may be punishable by state or federal laws.

Children Under the Age of Thirteen

FWHS does not knowingly collect personally identifiable information from children under the age of thirteen. If you are under the age of thirteen, you must ask your parent or guardian for permission to use this website.

E-mail Communications

From time to time, FWHS may contact you via email for the purpose of:

- Providing announcements;
- Confirming deletion of your personal information from FWHS's email subscriber list;
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity; or prosecute those responsible for that activity;
- Comply with an existing legal obligation;
- Otherwise use your personal information, internally, in a lawful manner that is compatible with the context in which you provided the information;
- FWHS may receive a notification when you open an email from FWHS or click on a link within the email.
- If you would like to stop receiving email communications (announcements, etc.) via email from FWHS, you may opt out of such communications by clicking the "Un-subscribe" link in the FWHS email you received or by sending an email request to Communications@fwhs.org.
- FWHS will not request the following type of information via email: (social security number, credit card information, date of birth, mailing address).

External Data Storage Sites

FWHS may store your data on servers provided by third party hosting vendors with whom FWHS has contracted.

Changes to this Privacy Policy

FWHS reserves the right to change this Privacy Policy from time to time. FWHS will notify you about significant changes in the way FWHS treats personal information by sending a notice to your primary email address on file, by placing a prominent notice on FWHS's website, and/or by updating any privacy information statements. Such modifications will constitute your: (a) acknowledgment of the modified Privacy Policy; and (b) agreement to abide and be bound by that Privacy Policy.

Contact Information

FWHS welcomes your questions or comments regarding this Privacy Policy. If you believe that FWHS has not adhered to this Privacy Policy, please contact FWHS by mail, email, or telephone as provided below:

Fort Worth Housing Solutions

1407 Texas Street

Fort Worth, TX 76102

Email Address: Compliance@fwhs.org

Telephone number: 817-333-3400

Effective as of April 9, 2025