

PRIVACY POLICY

Covina Greek Festival

Effective Date: August 16, 2026

This Privacy Policy describes how Saint Nectarios Greek Orthodox Church and National Shrine ("Saint Nectarios," "Covina Greek Festival," "we," "us," or "our") collects, uses, discloses, and protects information in connection with the website located at <https://covinagreekfestival.com/> (the "Site") and the annual Covina Greek Festival event (the "Event"). By using the Site, purchasing tickets, or otherwise providing us with information, you agree to the collection and use of information in accordance with this Privacy Policy.

1. Who We Are

The Site and the Event are operated by Saint Nectarios Greek Orthodox Church and National Shrine, located at 20340 East Covina Boulevard, Covina, California 91724. You can reach us at (626) 967-5524 or office@st-nectarios.org.

2. Information We Collect

2.1 Information You Provide Directly

We may collect information you voluntarily provide, such as:

- Contact information (name, email address, phone number) when you email us, call us, or submit an inquiry;
- Information submitted when you purchase Event tickets through our third-party ticketing provider, Ticket Tailor (name, email address, billing information, and quantity/type of tickets purchased);
- Information you share with us through social media platforms such as Facebook and Instagram.

2.2 Information Collected Automatically

When you visit the Site, we and our service providers may automatically collect certain information through cookies and similar tracking technologies, including:

- IP address, browser type, and device information;
- Pages viewed, time spent on pages, referring/exit pages, and general usage patterns;
- Approximate geographic location derived from your IP address.

Our Site displays a cookie notice on your first visit. By clicking "Accept," you consent to our use of cookies as described below; your data may be aggregated with other visitors' data for analytics purposes.

2.3 Information from Third Parties

Ticket purchases are processed by Ticket Tailor, an independent third-party ticketing platform. When you buy tickets, you are also subject to Ticket Tailor's own privacy policy and terms of service, and payment card information is collected and processed directly by Ticket Tailor and its payment processors — we do not receive or store your full payment card details.

3. Cookies and Tracking Technologies

We use cookies and similar technologies to analyze Site traffic, remember your preferences, and optimize your experience on the Site. These may include:

- Essential cookies necessary for the Site to function;

- Analytics cookies that help us understand how visitors use the Site (e.g., through our website hosting platform's built-in analytics);
- Third-party cookies placed by embedded content, such as our ticketing widget or social media links.

You can control or delete cookies through your browser settings. Disabling cookies may affect the functionality of certain features of the Site, such as the ticket-purchase widget.

4. How We Use Your Information

We use the information we collect to:

- Process and confirm Event ticket purchases;
- Respond to inquiries and communicate with you about the Event;
- Operate, maintain, and improve the Site;
- Analyze Site traffic and usage trends in aggregate form;
- Promote future Covina Greek Festival events, where you have consented to receive such communications;
- Comply with legal obligations and protect the rights, safety, and property of Saint Nectarios, Event attendees, and the public.

5. How We Share Your Information

We do not sell your personal information. We may share information with:

- Service providers who perform functions on our behalf, such as Ticket Tailor (ticketing and payment processing) and our website hosting provider;
- Saint Nectarios Greek Orthodox Church and National Shrine staff and volunteers involved in organizing the Event;
- Law enforcement, regulators, or other parties where required by law, or to protect the rights, property, or safety of Saint Nectarios, attendees, or others;
- A successor entity in the event of a reorganization of Saint Nectarios' operations, to the extent permitted by law.

6. Data Retention

We retain personal information for as long as necessary to fulfill the purposes described in this Privacy Policy, including to process ticket orders, respond to inquiries, and comply with our legal, accounting, and reporting obligations, after which it is securely deleted or de-identified.

7. Your Privacy Rights

Depending on where you live, you may have rights regarding your personal information, including the right to request access to, correction of, or deletion of your personal information, and the right to opt out of certain uses of your information.

California Residents: Under the California Consumer Privacy Act (CCPA), as amended, California residents may have the right to request disclosure of the categories and specific pieces of personal information we have collected, request deletion of personal information, and not be discriminated against for exercising these rights. To make a request, contact us at office@st-nectarios.org. We do not sell personal information and do not knowingly share personal information for cross-context behavioral advertising.

8. Children's Privacy

The Site and Event are not directed to children under the age of 13, and we do not knowingly collect personal information from children under 13 through the Site. If you believe a child has provided us with personal information, please contact us so we can delete it.

9. Data Security

We use reasonable administrative, technical, and physical safeguards designed to protect the information we collect. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

10. Third-Party Links

The Site contains links to third-party websites and services, including Ticket Tailor, Facebook, and Instagram. We are not responsible for the privacy practices or content of these third-party sites. We encourage you to review their respective privacy policies.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. The "Effective Date" at the top of this page indicates when it was last revised. Continued use of the Site after changes are posted constitutes acceptance of the revised Privacy Policy.

12. Contact Us

If you have questions or requests regarding this Privacy Policy or your personal information, please contact:

Saint Nectarios Greek Orthodox Church and National Shrine

20340 East Covina Boulevard, Covina, California 91724

Phone: (626) 967-5524

Email: office@st-nectarios.org