



Privacy Policy

Neighborhood Legal Services of Los Angeles (“NLSLA”) provides a number of services that may require you to provide us with information about yourself. This information will be used only as necessary, to provide you with the legal services you need, and to comply with the requirements of the law.

We collect only information needed to assist you and improve our legal services we offer to the public.

This Policy explains:

- (1) What information we gather;
- (2) How that information may be used and who we may share it with; and
- (3) How you may change the information you have shared with us, and how we will notify you of any changes to this policy.

Information We Gather

- (1) Information you provide to us directly

When you contact us through our website, we ask for your name, address, and contact information. We also ask if you have received services from NLSLA in the past.

NLSLA, through its website, does not knowingly collect, maintain, or seek the information of minors under thirteen years of age. The services offered by NLSLA’s website are not directed towards minor children. Moreover, any interactive portion of NLSLA’s contains an explicit prohibition against use by children under thirteen years of age. If you know that NLSLA has received information from a child under 13, please inform us immediately and we will immediately delete such information from any database we have.

- (2) Information gathered indirectly

In an effort to better serve our community, we use a service called Google Analytics that allows us to gather limited information about visitors to our website. Google Analytics works by collecting information from the computer you use to visit our website, such as:

- Your computer’s operating system;
- What web browser you are using;
- Your IP address;
- If you have visited our website before, information about your previous visits, which are stored on your computer in “cookies” that you may delete or disallow.

Google Analytics uses cookies to track your activity on our website, which allows us to collect important data about how our website is used. Google Analytics uses only first-party cookies – this means that these cookies can be read only by the Google Analytics software residing on the NLSLA website. Any data gathered from cookies is used only for statistical analysis related to your browsing behavior on the NLSLA website. You may opt out of this process by turning off cookies in the preferences settings in your browser. More information on Google Analytics and Google’s Privacy Policy can be found at <http://www.google.com/analytics/learn/privacy.html>.

It is important that you realize that transmission of any information to us does not create or constitute an attorney-client relationship. Our receipt of information does not mean we agree to represent you in any matter for which you seek legal representation. Any information you receive on this website is not legal advice.

How We Use Your Information

Information you provide to us:

Information that you share with us directly may be used:

- As part of any legal service we provide to you;
- To communicate with you, and to share news and information about NLSLA with you;
- For internal record-keeping and research purposes, to be held as archived data for a maximum of seven years after the conclusion of any services on your behalf.

We will never sell your information, and we will not share your information with third parties unless it is necessary to provide you with legal services (i.e., including your contact information on forms to be filed in court), or required by law (i.e., a subpoena or request from a governmental agency).

Information gathered indirectly:

We use Google Analytics to show us how many people are visiting our website, which pages they visit most, and give us a general idea of where they are geographically located. This information tells us which of our services are in demand, and where they are most needed.

How to Change Your Information or Preferences

It is important that we have accurate information in order to provide you with effective assistance. If you would like to update any information you’ve given us previously, or change any preferences related to what information we may send you, please contact us at 818.291.1766.

If you use our website and would like to opt out of our Google Analytics data tracking, please disable cookies within your browser’s preferences menu. For more information on how to manage your browser’s preferences options, use your browser’s “Help” menu. Alternatively, you may visit <http://www.allaboutcookies.org/manage-cookies/>. NLSLA does not endorse or guarantee the accuracy of information available at www.allaboutcookies.org.

Changes to This Policy

We reserve the right to modify this policy as circumstances require. You may find the most recent version of this policy, along with its effective date, at <https://www.nlsla.org/privacy-policy>.