



## **Family Promise of the Midlands Texting & SMS Privacy Policy**

At Family Promise of the Midlands, we prioritize the privacy of our community members. We are committed to safeguarding the information collected through our Texting and SMS services. This policy outlines the information we collect, how we use it, and your rights and choices regarding this information, ensuring compliance with communication laws and best practices.

### **Terms & Conditions**

By signing up for text messages, you agree to receive messages from Family Promise of the Midlands at the number provided, including reminders and event messages. Message frequency varies. Msg & data rates may apply. If you require assistance, reply HELP, or you can call (803)832-4765 to reach our office. Reply STOP to unsubscribe. View our Privacy Policy below.

### **How to Opt-In**

To join our Texting and SMS service, please go to the contact page and click the box to receive texts from Family Promise of the Midlands.

### **Information Collection**

When you use our Texting and SMS services, we may collect the following:

- Your name, email, and mobile phone number.
- Any additional information you voluntarily share.
- Technical information, such as your device type and phone carrier, to improve service performance.

### **How We Use Your Information**

The information collected through our Texting and SMS services is used to:

- Send timely communications, including updates about services, events, and community initiatives.
- Respond to inquiries and provide customer support.

- Occasionally send promotional messages about Family Promise of the Midlands initiatives, unless you opt out.

### **Sharing of Information**

Mobile information will not be shared with third parties/affiliates for marketing/promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties. We may share your information with trusted third-party service providers who assist in operating our Texting and SMS services. These providers are contractually obligated to:

- Maintain the confidentiality and security of your information.
- Use your information solely for the purpose of supporting our services.

Your information may also be disclosed if required by law or to comply with national security or law enforcement requests.

### **Data Retention**

We retain your information for as long as necessary to provide our Texting and SMS services and fulfill our legal obligations.

### **Message Frequency**

Message frequency may vary based on your preferences or activity.

### **Updates to This Policy**

This policy may be updated periodically to reflect changes in our practices or legal requirements. The latest version will always be available on our website.

### **Effective Date**

3/10/2025