



This Privacy Policy explains how HOPE Shelters collects, uses and discloses personal information of guests using SMS texting apt reminders.

POLICY:

COLLECTION OF PERSONAL INFORMATION

We may collect personal information directly from you, for example during the intake interview and subsequent meetings with a Service Navigator. Personal information we collect directly from you may include but is not limited to first and last name, email address, and phone number.

USE OF PERSONAL INFORMATION

We use information collected directly from you to provide you with case management services with Service Navigators.

DISCLOSURE OF PERSONAL INFORMATION

We may use third-party service providers to assist us with making our services known to you and we may share your information with such third parties for these limited purposes.

We may also share your personal information if necessary to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

TEXT MESSAGE COMMUNICATIONS

If you wish to communicate with your case manager with text messages, your case manager will provide their number to you. You will send a text stating ADD to the number provided. Messages will then be sent to the number you used.

If you wish to stop receiving text messages from us, reply STOP to any text message sent from us. For more information, see our Mobile Messaging Terms and Conditions.

YOUR PRIVACY RIGHTS

You may have the right to request access to the personal information we hold about you, or to request that your personal information be corrected or deleted.