

Briarpatch Youth Services

SMS Privacy Policy and Terms and Conditions

POLICY:

Briarpatch Youth Services is committed to protecting the privacy of those we serve. This SMS Privacy Policy outlines how we use the Personal Information collected from you in connection with your use of the SMS Service, which we make available to you through a third-party service provider.

By using this service, you agree to the terms of this policy.

What Personal Information is Collected

“Personal Information” is information that individually identifies you, for example your phone number or email address, as well as any information you may choose to include in messages you send through the service.

When using this service, Briarpatch Youth Services will receive information from our third-party service provider including:

- Your phone number when you send a text message to us
- Any information you’ve included in your text message

How We Use the Personal Information Collected

We use Personal Information in the following ways:

- To provide you with a service
- To process and respond to questions
- If needed, to contact you with important announcements or messages
- To provide anonymous, funder required reporting for internal and external use

Each message you send will be stored on our servers for a certain amount of time, in accordance with our Document Retention and Destruction policy.

Who Personal Information is Shared With

We will *not* sell your Personal Information to other companies or individuals. SMS consent is not shared with third parties. We may disclose Personal Information in the following, limited circumstances:

- If we believe you might hurt yourself or someone else.
- If you are under 18 years old and we think you may have been neglected, or physically or sexually abused. (We must report this by law.)
- If there is a court order telling us we must share information.
- If you (and your guardian if you're under 18) sign a form saying it is ok to share the information.

Security

Briarpatch Youth Services takes precautions to ensure the security of your Personal Information, including ensuring that our third-party service providers protect the security of your Personal Information. However, we cannot guarantee that hackers or unauthorized personnel will not gain access to your Personal Information despite our efforts.

Please note that in using this service, your information will travel through third party systems which are not under our control (such as the third-party SMS delivery platform and your carrier network).

SMS Terms and Conditions

By opting into SMS, you are agreeing to receive SMS messages from Briarpatch Youth Services. This includes SMS messages for communicating with Briarpatch staff members and volunteers, as well as potentially receiving appointment reminders, Group updates, and satisfaction surveys (optional) or program paperwork. Message frequency varies. Message and data rates may apply. Message HELP for help. Reply STOP to any message to opt out at any time.