

MEND-Meet Each Need with Dignity
SMS Privacy Policy & Terms and Conditions

Effective Date: 5/1/2025

MEND-Meet Each Need with Dignity (MEND) is a non-profit organization serving vulnerable communities in the San Fernando Valley. With dignity and respect, MEND's mission is to meet the immediate needs of individuals and families and strengthen their capacity to thrive.

MEND is committed to protecting the privacy of individuals participating in our case management programs. This document outlines the Privacy Policy and Terms and Conditions governing the use of SMS (text message) communication between MEND-Meet Each Need with Dignity and individuals participating in our case management programs. By opting in to receive SMS messages, you acknowledge and agree to the following terms.

1. Information We Collect

Participants enrolled in Case Management services with MEND will be invited to opt-in to receive SMS messages from their Case Manager. Participants may opt-in by completing the "Text Message Consent Form." When you opt-in to receive SMS messages, we will collect:

- Your name
- Participant Registration Number
- Mobile phone number
- Communication preferences
- Information relevant to your case management services

2. How We Use SMS Communication

We use SMS messages to:

- Provide updates and reminders related to your case management
- Share information about appointments, resources, and services
- Respond to your inquiries and requests for support

We do not use SMS messages for promotional purposes or share your mobile number for marketing. Your information will not be shared without your consent, except as required by law.

3. Opt-In and Opt-Out

Participation in SMS communication is voluntary. You may opt out at any time by replying **STOP** to any message. For help, you may reply **HELP** or contact us directly at (818) 896-0246 or information@mendpoverty.org.

4. User Rights

You have the right to access, update, or delete your personal data used for SMS texting by contacting information@mendpoverty.org.

5 Message Frequency and Cost

Message frequency may vary based on your case management needs. On average, you may receive 5 messages per month. Standard message and data rates may apply depending on your mobile carrier plan. MEND-Meet Each Need with Dignity is not responsible for any charges billed by your provider.

6. Mobile Carriers and Delivery

SMS services are supported by most major mobile carriers, but message delivery is not guaranteed. Your carrier may experience delays or issues beyond our control.

7. Data Security

We take reasonable steps to protect your personal information, including:

- Limiting access to case data
- Using secure systems to send and receive messages
- Training staff on confidentiality and privacy standards

However, please be aware that SMS messages are not encrypted and may not be fully secure. Avoid sending sensitive personal or medical information via text.

8. Data Sharing and Confidentiality

We do not disclose any personal information such as phone numbers or SMS consent with any 3rd parties for any purposes except as required by law or with your explicit consent.

9. Policy and Terms Updates

We may update this SMS Privacy Policy from time to time. We will notify you of significant changes and provide access to the updated policy via our website or direct communication.

10. Contact Us

If you have any questions about this policy or your communication preferences, please contact:

MEND-Meet Each Need with Dignity

10641 N. San Fernando Road.

Pacoima, CA 91331

(818) 896-0246

information@mendpoverty.org

www.mendpoverty.org