**Privacy Policy for Outbound Text Messaging**

Effective Date: January 1st, 2025

**Introduction**

Suicide Prevention & Crisis Service is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and share information when you interact with our Early Alert outbound text messaging services. By using our services, you consent to the practices described in this policy.

**1. Information We Collect**

When you interact with our outbound text messaging services, we may collect the following types of information:

- **Personal Information**: This includes your phone number, name, and any other information you provide during your interaction.
- **Message Content**: We may collect the content of your messages sent via text as part of our service delivery.
- **Device Information**: We may collect information related to the device you use, including IP address, operating system, and device type.

**2. How We Use Your Information**

We may use your information for the following purposes:

- To send you the text messages you've requested or opted into, such as notifications, updates, offers, or customer support.
- To improve our outbound texting services and ensure effective delivery of messages.
- To comply with legal obligations, including maintaining records or responding to lawful requests from authorities.

**3. How We Share Your Information**

We do not sell, rent, or share your personal information with third parties for their own marketing purposes. We may share your information with the following:

- **Service Providers**: We may share your information with third-party service providers who assist us in sending messages, managing customer relationships, or improving our services.

- **Legal Compliance**: We may disclose your information if required by law, to comply with a legal process, or to protect the rights and safety of our company, employees, or customers.

**4. Your Choices and Rights**

You have the following rights concerning your personal information:

- **SMS Disclosure:** By providing a telephone number and submitting the form you are consenting to be contacted by SMS text message from Suicide Prevention & Crisis Service. Message frequency may vary. Message & data rates may apply. Reply STOP to opt out of further messaging. Reply HELP for more information. See our full Privacy Policy here: Suicide Prevention & Crisis Service Privacy Policy

- **Opt-In To Early Alert:** By providing your phone number and consenting to receiving SMS messages from Suicide Prevention & Crisis Service, you agree to receive updates, offers, and other communications via text message. By texting **HELP,** you can receive resources and information, and you opt in to receiving those SMS communications through our Early Alert Program. Message and data rates may apply, and message frequency may vary.

- **Opt-Out of Early Alert:** If you no longer wish to receive SMS communications from our Early Alert program, you can opt-out at any time by replying with the word "STOP" to any of our Early Alert messages. Once you opt out, you will no longer receive any further text messages from our Early Alert Program.

- **Access and Correction**: You may request access to the personal information we hold about you and request corrections to any inaccuracies.

- **Deletion**: You may request the deletion of your personal information, subject to certain legal restrictions.

**5. Data Security**

We take reasonable measures to protect your information from unauthorized access, disclosure, or misuse. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

**6. Data Retention**

We retain your personal information for as long as necessary to fulfill the purposes for which it was collected or to comply with legal obligations. If you request the deletion of your information, we will take appropriate steps to remove it from our records.

**7. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date. Please review this policy periodically to stay informed about how we are protecting your information.

**8. Contact Us**

For further information on how we handle your data, or if you have any questions about your SMS communication preferences, please refer to our full Privacy Policy. If you have any questions or concerns about this Privacy Policy or our text messaging practices, please contact us at:

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