

SMS Terms & Conditions

Effective Date:5/1/2025

By opting in to receive SMS communications from The Independence Center ("we," "our," or "us"), you agree to these Terms & Conditions. These messages are intended to provide important updates, support, and promotional content as described below.

1. Message Types

By subscribing to our SMS program, you agree to receive text messages from The Independence Center, which may include but are not limited to:

- Appointment reminders
 - Program or service updates
 - Support or outreach follow-ups
 - Responses to your inquiries
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2. Message Frequency

Message frequency varies depending on your interaction with us, the services you are enrolled in, and your communication preferences. In general, you can expect:

- 1–4 messages per month for general updates.
- Additional messages if you initiate contact or opt into specific programs.

We do our best to limit message volume to appropriate, relevant, and useful communications.

3. Message & Data Rates

Message and data rates may apply based on your mobile service plan. Please consult your wireless provider if you are unsure about any applicable charges, as all fees are the responsibility of the user.

4. Help Information

If you need assistance or have questions regarding the SMS program, reply with the keyword **HELP** at any time to receive contact information or instructions. Alternatively, you can reach us at:

- **Phone:** 719-471-8181
 - **Email:** smsinquiry (at) theindependencecenter.org
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5. Opt-Out Instructions

You may opt out of SMS communications at any time by texting **STOP** to the number from which you received messages. After you send STOP, you will receive a confirmation message and no further messages will be sent unless you re-subscribe.

6. Privacy Policy

Your privacy is important to us. Please review our full privacy policy to understand how we collect, use, and protect your information:

<https://www.theindependencecenter.org/privacy-policy/>

7. Eligibility & Consent

By opting in, you certify that:

- You are the account holder or have the account holder's permission.
 - You are at least 18 years of age or have parental/guardian consent.
 - You understand and agree to these SMS Terms & Conditions.
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8. Modifications

We reserve the right to update or modify these Terms & Conditions at any time. Any changes will be posted to this document with an updated effective date.

SMS Privacy Policy

Effective Date: 5/1/2025

Last Updated: 5/9/2025

At The Independence Center (“we,” “our,” or “us”), we value your privacy and are committed to protecting your personal information. This SMS Privacy Policy outlines how we collect, use, store, and protect the information you provide when you subscribe to receive SMS (text) messages from us.

This policy applies solely to information collected through our SMS communications and should be read in conjunction with our main Privacy Policy where applicable.

1. Information We Collect

When you opt-in to receive SMS messages from us, we may collect the following information:

- Your mobile phone number.
- Name (if voluntarily provided).
- Communication preferences.
- Content of your messages and replies.
- Time and frequency of message interactions.

We do **not** collect sensitive personal information via SMS, such as financial, health, or social security data unless specifically disclosed and consented to in advance.

2. How We Use Your Information

We use the information collected through SMS for purposes including:

- Sending appointment reminders or updates.
- Responding to inquiries or support requests.
- Providing program or service information.
- Managing communication preferences and opt-ins.
- Complying with applicable legal and regulatory requirements.

We do **not** sell, rent, or trade your mobile number or SMS-related data to third parties for marketing purposes.

3. Message Frequency and Charges

Message frequency may vary based on your interactions and selected communication preferences. Standard message and data rates may apply according to your mobile carrier and plan. All associated charges are the responsibility of the user.

4. Opting Out

You may opt out of SMS communications at any time by replying **STOP** to any message you receive from us. After opting out, you may receive a final confirmation message and will no longer receive texts unless you re-subscribe.

To receive assistance or additional information, reply **HELP** or contact us at:

- **Phone:** 719-471-8181
 - **Email:** smsinquiry (at) Theindependencecenter.org
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5. Data Sharing & Disclosure

We may share SMS-related data with trusted third-party service providers who assist us in sending and managing text messages, but only as necessary to perform services on our behalf. These providers are contractually obligated to keep your information secure and confidential.

We may also disclose information if required by law, regulation, or legal process.

6. Data Retention & Security

We retain SMS data only as long as necessary to fulfill the purposes outlined above or as required by law. We take reasonable administrative, technical, and physical measures to protect your information from unauthorized access, disclosure, or misuse.

7. Children's Privacy

Our SMS communications are not intended for minors under the age of 13. We do not knowingly collect personal information from individuals in this age group without verified parental or legal guardian consent.

8. Policy Updates

We may update this SMS Privacy Policy periodically to reflect changes in our practices or applicable regulations. Any updates will be posted on our website along with the revised effective date. We encourage you to review this policy regularly to stay informed.

9. Contact Us

If you have any questions about this SMS Privacy Policy or the handling of your personal information, you can contact us at:

The Independence Center

Phone: 719-471-8181

Email: [smsinquiry \(at\) theindependencecenter.org](mailto:smsinquiry@theindependencecenter.org)