

SMS Privacy Policy

Overview

At Albemarle Hopeline ("we," "us," "our"), we value your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you opt-in to receive SMS/text messages from us.

Information We Collect

When you sign up for our SMS/texting services, we may collect the following information:

- Phone Number: Required to send you SMS/text messages.
- Name: Optional, but helps personalize our messages.
- Consent Records: To document your opt-in to our SMS/texting services.

How We Use Your Information

We use the information we collect to:

- Send you customer care text messages, and other information via SMS/text messages.
- Respond to your inquiries and provide customer support.
- Monitor and analyze trends, usage, and activities related to our SMS/texting services.
- Improve our services and develop new features.

Sharing Your Information

We do not sell, trade, or otherwise transfer your personal information to third parties or affiliates for marketing purposes. We may only share your information with:

- Service Providers: Third-party vendors who assist us in operating our SMS/texting services and conducting our business.
- Legal Compliance: When required by law, such as to comply with a subpoena, or similar legal process.

- Business Transfers: In connection with a merger, sale of company assets, or other business transaction.

Your Choices

You may opt out of receiving SMS/text messages from us at any time by:

- Texting "STOP" to the number from which you received the message.
- Contact us at rbrown@albemarlehopeline.org or by phone at (252) 338-5338.

Data Security

We implement a variety of security measures to maintain the safety of your personal information. However, no method of transmission over the Internet or method of electronic storage is 100% secure.

Children's Privacy

Our SMS/texting services are not intended for individuals under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that we have collected information from a child under 13, we will take steps to delete such information.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on our website. You are advised to review this Privacy Policy periodically for any changes.

Contact Us

If you have any questions or concerns about this Privacy Policy or our practices, please contact us at:

Albemarle Hopeline
1802 W. Ehringhaus Street Elizabeth City
rbrown@albemarlehopeline.org
(252) 338-5338

Make sure to consult with a legal professional to ensure that your privacy policy complies with all applicable laws and regulations.

SMS Terms and Conditions

SMS/MMS Consent and Terms

By providing your mobile phone number to Albemarle Hopeline you consent to receive periodic SMS or MMS messages from us. These messages may include important updates, information, and other communications related to our products and services.

Providing Your Telephone Number and Notification Obligations You affirm that the mobile number you have provided to us is accurate and current. You represent that you are the authorized subscriber or owner of any telephone number you provide. If there are any changes to your contact information, including changes to your telephone numbers, you agree to notify us immediately by sending an email to rbrown@albemarlehopeline.org prior to the effect of the change.

Consent to Receive Automated Communications

By voluntarily providing your telephone number(s), you explicitly consent to receive recurring automated and not automated text messages from Albemarle Hopeline regarding our products, services, and your relationship with us. You acknowledge that consent to receive these messages is not a condition of purchase. Standard message and data rates may apply.

Opt-Out Instructions

To unsubscribe from our SMS/MMS messages at any time, you can text STOP, END, CANCEL, UNSUBSCRIBE, or QUIT in response to any message you receive from us. Additionally, you can send an email torbrown@albemarlehopeline.org specifying that you wish to opt out of text messages. You agree to receive a final message confirming your opt-out.

Assistance/Help

For help, text "HELP" to the number from which you're receiving messages or email rbrown@albemarlehopeline.org.

Carrier Participation

Participating carriers in the United States include AT&T, T-Mobile®, Verizon Wireless, Sprint, Boost, U.S. Cellular®, MetroPCS®, InterOp, Cellcom, C Spire

Wireless, Cricket, Virgin Mobile, among others. Not all carriers may support our SMS/MMS service. T-Mobile is not liable for delayed or undelivered messages.

Data Collection and Use

In connection with this SMS service, we may collect your mobile phone number, carrier's name, and the date, time, and content of your messages among other information you provide. This information may be used to contact you and to deliver the services you have requested from us.

Service Modifications and Termination

By subscribing or using the service, you acknowledge our right to modify or discontinue the service, with or without notice, at any time.

Indemnification

You agree to indemnify Albemarle Hopeline against any claims, including privacy, tort, or others, arising from your voluntary provision of a telephone number not owned by you, failure to notify us of changes in your telephone number, or related to the Federal Telephone Consumer Protection Act or state law equivalents. You agree to defend and hold us harmless from any claims, losses, liabilities, costs, and expenses (including reasonable attorneys' fees) arising from such issues.

Participation Requirements

By participating in this Service, you affirm that you are at least eighteen (18) years of age, possess a wireless device capable of two-way messaging, are a customer of a participating wireless carrier, and have a text messaging service. Compatibility of cell phone models with the service, text messaging capabilities, and service availability may vary by carrier.

Miscellaneous

You warrant and represent that you possess all necessary rights, powers, and authority to agree to these terms and perform your obligations hereunder, and that doing so does not conflict with any other agreement to which you are bound. If any provision of these terms is found to be unenforceable or invalid, that provision shall be limited or eliminated to the minimum extent necessary so that these terms shall otherwise remain in full force and effect.

For questions or concerns, please contact Team Albemarle Hopeline at

rbrown@albemarlehopeline.org or by phone at (252) 338-5338.

While **Albemarle Hopeline** does not charge for text messages you receive, your mobile provider's standard rates for text and data may apply. Contact your wireless provider for information about your text and data plan.