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Alpena, MI 49707

989-358-4600
nemcsa.org

Texting / SMS Privacy Policy

1. **Introduction** Northeast Michigan Community Service Agency, Inc. or NEMCSA ("we," "us," or "our") values your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, and safeguard your information when you opt into our SMS messaging service.

2. **Information We Collect** When you subscribe to our texting / SMS service, we collect:

- Your phone number
- Any information you provide when communicating with us via SMS

3. **How We Use Your Information** Your data is used solely to:

- Send SMS updates, announcement information, and important notifications
- Respond to client/customer inquiries and support requests
- Improve our messaging services

We do not sell, rent, or share your information with third parties for marketing purposes.

4. **Data Security** We implement industry-standard security measures to protect your information from unauthorized access, disclosure, or misuse. However, no method of transmission is 100% secure, and we encourage users to exercise caution when sharing sensitive data.

5. **Opt-Out & Data Management** You may opt out of receiving SMS messages at any time by replying with "STOP." Once unsubscribed, we will remove your number from our messaging list. You may also request access to, correction of, or deletion of your data by contacting us by email at contact@nemcsa.org or call 989.358.4600

6. **Third-Party Service Providers** We may use third-party platforms to facilitate SMS communication. These providers are contractually obligated to maintain the confidentiality and security of your data.

7. **Legal Compliance** We comply with applicable laws and regulations, including carrier requirements for 10DLC messaging, to ensure responsible data handling and user protection.

8. **Policy Updates** We may update this Privacy Policy periodically. Any changes will be posted on <https://www.nemcsa.org>, and your continued use of our SMS service constitutes acceptance of these updates.

9. **Contact Information** For questions or concerns about this Privacy Policy, contact us by email at contact@nemcsa.org or call 989.358.4600