House of Hope CDC SMS Privacy Policy

Effective: 7/1/2026

House of Hope CDC is committed to protecting your privacy and maintaining the confidentiality of your personal information.

By choosing to receive text (SMS) messages from House of Hope CDC, you consent to receiving messages from your assigned provider or authorized House of Hope CDC staff to support your care.

SMS communications are used for care- and service-related purposes only and are not used for marketing, fundraising, promotional, or mass-broadcast messaging unless separately authorized and legally compliant. SMS communication may be used for purposes including, but not limited to:

- Care coordination and follow-up
- Appointment reminders and scheduling
- Wellness check-ins
- Updates related to your services
- Responding to questions related to your care

You may also contact the sender directly by replying to any SMS message. This direct messaging feature allows you to communicate with your provider or authorized staff member when needed to support your care.

Please be aware that standard SMS messages are not encrypted and may carry some privacy risks. While House of Hope CDC takes reasonable steps to protect your information, we recommend that you do not send highly sensitive or urgent medical information via text message. SMS messaging should not be used for medical emergencies or other urgent situations. If you are experiencing a medical emergency, call 911 or go to the nearest emergency department immediately.

Information collected through SMS may include your mobile phone number, message content, communication preferences, appointment-related information, service-related questions, and other information you choose to share by text.

House of Hope CDC collects SMS consent and mobile phone numbers through documented opt-in methods, which may include intake paperwork, an electronic form, written authorization, verbal consent documented by staff, replying by text, or another consent process used by House of Hope CDC. House of Hope CDC may maintain records of SMS consent, opt-in status, opt-out requests, and related communication preferences.

House of Hope CDC uses reasonable administrative, technical, and physical safeguards to protect information received through SMS. However, SMS is not a secure or encrypted method

of communication, and messages may be viewed by others who have access to your phone, account, or mobile carrier records.

House of Hope CDC may use service providers, technology platforms, or mobile carriers to deliver and manage SMS communications. These parties may process SMS-related information only as needed to provide messaging services or as otherwise permitted by law.

Your mobile phone number and any information shared through SMS will be used only for purposes related to your care and will be handled in accordance with applicable privacy laws and House of Hope CDC's confidentiality policies. We do not sell, rent, or share your mobile phone number or SMS consent information with third parties or affiliates for marketing or promotional purposes. SMS-related information may be shared with service providers, technology platforms, mobile carriers, or other parties only as needed to deliver SMS communications, support your care, comply with legal obligations, or as otherwise permitted by law.

House of Hope CDC will retain SMS-related information only as long as needed to support your care, comply with legal obligations, maintain records, resolve disputes, and enforce applicable policies.

Message frequency will vary based on your care needs. Standard message and data rates may apply according to your mobile carrier's plan.

You are responsible for maintaining control of your mobile device and notifying House of Hope CDC if your mobile number changes or if you no longer want to receive SMS messages at that number.

You may opt out of receiving SMS messages at any time by replying **STOP** to any message. After opting out, you will no longer receive text communications from House of Hope CDC unless you provide new consent. If you need assistance with the SMS service, reply **HELP** or contact House of Hope CDC at [insert phone number], [insert email address], or [insert website/contact page].

If you have questions about this Privacy Policy or how your information is handled, please contact House of Hope CDC using the contact information provided by your provider or on our website.

House of Hope CDC may update this Privacy Policy from time to time. Updates will be made available through our website or other appropriate communication channels.
By providing your mobile phone number and consenting to SMS communications, you acknowledge that you have read and understand this Privacy Policy and agree to receive text messages from House of Hope CDC in support of your care. Your consent to receive SMS messages is voluntary and is not a condition of receiving services.

This Privacy Policy explains how House of Hope CDC handles information related to SMS communications. The SMS Terms and Conditions explain the rules for using the SMS messaging service. Both documents should be read together.