

DATA PRIVACY POLICY

1. INTRODUCTION

Helping Hands of Midland is committed to protecting the privacy and confidentiality of personal data collected or processed during its business operations. This Data Privacy Policy outlines the principles and practices that govern the collection, use, and disclosure of personal data by the Company.

2. SCOPE

This Policy applies to all volunteers and third parties who collect, use, or process personal data on behalf of the Company. It also applies to all personal data collected from customers, clients, partners, and other individuals.

3. SMS FOR CONSENT COMMUNICATION

The information (Phone Numbers) obtained as part of the SMS consent process will not be shared with third parties for marketing purposes.

4. Types of SMS Communications

If you have consented to receive text messages from Helping Hands of Midland, you may receive text messages related to appointment reminders, meetings, and follow up on cases.

Potential Fees for SMS Messaging: Many carriers charge a fee for each message sent or received. This can vary depending on the carrier's pricing structure and whether the message is sent domestically or internationally. Opt-In Method: Customer will Opt-In for SMS messaging from (company name) through intakes forms on their website located at (www.helpinghandsmidland.com), this agreement for SMS will not be shared with third parties for marketing purposes.

- Opt-out: Customer will be able to Opt-out for SMS messaging from (Helping Hands of Midland) by replying STOP at any time to any received SMS message, once opted-out they will receive no further SMS communication. They can Opt back In at any time by replying START

5. **SCOPE**

This Policy applies to all volunteers and third parties who collect, use, or process personal data on behalf of the Company. It also applies to all personal data collected from customers, clients, partners, and other individuals.

6. **PERSONAL INFORMATION COLLECTION**

We may collect personal information, such as name, address, email, phone number from customers and volunteers. We collect personal information through various channels, such as our website (www.helpinghandsmidland.com), phone (432-520-8900), and in-person interactions. We may also collect personal information from third parties, such as service providers and business partners.

7. **USE OF PERSONAL INFORMATION**

The Company will only use personal data for the purpose for which it was collected or as otherwise permitted by applicable laws and regulations. Personal data may be used for, but not limited to the following purposes:

- Providing products or services requested by individuals;
- Communicating with individuals about products, services, or other business-related matters;
- Complying with legal or regulatory requirements;
- Protecting the rights and interests of the Company, volunteers or its customers.

8. **DISCLOSURE**

The Company may share personal data with third parties for legitimate business purposes, including but not limited to, service providers, vendors, contractors, and business partners. Personal data may also be disclosed to comply with legal or regulatory requirements, or in response to lawful requests from public authorities. The Company will take appropriate measures to ensure that third parties receiving personal data are bound by confidentiality and provide adequate protection of the personal data.