



60 East Tremont, Bronx, NY 10453

Tel: (646) 393-4000

Fax: (718) 365-0697

[www.bronxworks.org](http://www.bronxworks.org)

## **BronxWorks SMS Privacy Policy**

BronxWorks respects the privacy of each individual who contacts us. We are grateful for your support and the crucial role you play in helping us continue our valuable work. As part of our commitment to safeguarding your privacy we have adopted the online privacy policy outlined below.

### **Collection and use of information**

We collect two kinds of information: site usage data, which is not linked to individual visitors, and individually identifiable information.

#### **Site usage data**

Our web server automatically recognizes and collects the domain name of each visitor to our website. We collect information about visitors to our site such as the number of visitors, what pages they access, and the length of their visit. This information is used in aggregate form in order to manage our website and improve its content.

#### **Individually identifiable information**

We collect individually identifiable information about you when you choose to share information about yourself, for example, when you make a donation, request information, or sign up for our mailing list. This information may include your e-mail address, postal address, and telephone number. Individually identifiable information is used to provide you with information or to deliver the service you have requested. If you provide your e-mail address, postal address, or telephone number to BronxWorks online, you may receive periodic contacts from us. You will always have the opportunity to change the way we contact you or unsubscribe from future communications.

#### **Sharing Information with Others**

BronxWorks does not sell its mailing list or other individually identifiable information to any third-party. We may use service providers to facilitate our administration and provision of services, and therefore, may provide some of your individually identifiable information directly to them. In addition, we employ external companies and individuals to perform functions on our behalf, such as processing credit card payments. These companies and individuals may have access to individually identifiable information needed to perform their functions but may not use it for any other purpose.

We will not share your opt-in to an SMS campaign with any third party for purposes unrelated to providing you with the services of that campaign. We may share your Personal Data, including your SMS opt-in or consent status, with third parties that help us provide our messaging services, including but not limited to platform providers, phone companies, and any other vendors who assist us in the delivery of text messages.

All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.



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## **Community Tools**

Some portions of our site are interactive and allow users to upload information for public consumption. Users may choose to share experiences, give advice, and connect with others. Please remember that chat rooms, message boards, and personal pages are public forums and personal information disclosed there will be seen by others. In addition, please exercise caution when posting information or providing information about yourself to others, especially contact information such as street address, telephone number, or e-mail address.

## **How We Use SMS**

We use SMS to provide timely updates and information related to:

- Program registration and eligibility
- Appointment confirmations and reminders
- Deadline notifications
- Service updates or changes

## **Consent to Receive Messages**

By opting in, you consent to receive SMS messages from us at the number you provided. Message and data rates may apply based on your mobile plan.

You may opt out at any time by replying **STOP** to any message.

## **Message Frequency**

Message frequency may vary depending on your interactions with our programs and services. It is anticipated that you will receive about 1 to 3 messages per month, but you may opt out at any time.

## **E-mail Communications**

We occasionally send out an e-mail newsletter and direct e-mail communications to individuals on BronxWorks' mailing list in order to highlight news and information about our organization. All BronxWorks e-newsletters and direct e-mail communications have easy-to-follow unsubscribe instructions at the bottom of each e-mail. In addition, you can elect not to receive communications from us by contacting us through any method listed at the bottom of this page.

## **Links to Other Sites**

Our site provides links to other websites where you can find out more about our partners, our private and public funding sources, and other services. Please note that BronxWorks is not responsible for the information practices of linked sites. We encourage you to review the privacy policy of each site you visit.

## **Security**



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In order to prevent unauthorized access and protect our users' individually identifiable information, we strive to maintain reasonable physical, electronic and administrative safeguards to secure the information we collect online.

SMS records are securely stored and only accessible to authorized staff. We use secure platforms for managing and sending text messages and adhere to strict access control policies.

### **Privacy Policy Changes**

If we decide to change our privacy policy, we will post those changes here. We encourage you to review our privacy policy from time to time.

### **Questions or Concerns**

Whenever you have any questions or concerns, please contact us. Your complete satisfaction in dealing with BronxWorks is important to us. Communications regarding BronxWorks' privacy practices should be directed to: [info@bronxworks.org](mailto:info@bronxworks.org)