

PORCH Communities SMS Privacy Policy

Introduction

PORCH Communities is committed to protecting your privacy. This SMS Privacy Policy outlines how we collect, use, and safeguard your information when you opt in to receive SMS messages from us. By opting in, you agree to receive text messages regarding donation reminders, updates, and other communications related to PORCH Communities' programs and services.

1. Collection of Information

When you opt in to receive SMS messages from PORCH Communities, we collect your mobile phone number and any information you may provide during SMS interactions. Your information is used solely to communicate with you through SMS and will not be sold, rented, or shared with third parties for marketing purposes.

2. Consent and Opting In

You will only receive SMS messages from us after providing explicit consent. Consent may be given in the following ways:

- **By SMS Reply:** Responding "YES" to our opt-in prompt via text message.
- **Verbally:** Providing consent verbally to a PORCH Communities volunteer, who will document your consent with your name, phone number, date of consent, and volunteer name. This verbal consent will be recorded securely in our database.

By providing consent, you confirm that you wish to receive monthly messages from PORCH Communities about donation reminders and updates.

3. Message Frequency

We will send SMS messages up to four times per month unless you engage with us more frequently. Standard message and data rates may apply, depending on your mobile carrier and service plan.

4. Confirmation of Verbal Consent

After verbal consent is provided, PORCH Communities may send a follow-up SMS confirming your subscription. This message serves as an additional confirmation of your opt-in. You may reply "STOP" at any time to opt out.

5. Opting Out

You may opt out of receiving SMS messages from PORCH Communities at any time by replying with "STOP" to any message. Upon opting out, you will no longer receive SMS communications from us unless you opt in again.

6. Data Security and Retention

We use industry-standard practices to protect your personal information. Your phone number, consent status, and consent method (e.g., SMS or verbal) are securely stored and accessible only to authorized personnel involved in our communications. We retain this information only as long as necessary for compliance and service purposes, after which it is deleted or anonymized.

7. Use of Third-Party Providers

PORCH Communities uses Twilio, a third-party provider, to manage and send SMS messages. Twilio's SMS services comply with industry security standards and U.S. messaging regulations. Twilio's Privacy Policy governs the handling of information used in SMS delivery and can be reviewed at <https://www.twilio.com/en-us/legal/privacy>.

8. Changes to This Policy

We may update this SMS Privacy Policy periodically. Changes will be communicated via SMS or updated on our website. By continuing to interact with our SMS service after updates, you accept any revised terms.