

SMS Text Messaging Terms and Conditions

Family Promise of Monroe County (FPMC) provides this policy to explain how we use SMS text messaging. Please read these SMS Text Messaging Terms & Conditions (“SMS Terms”) carefully. By completing the opt-in, you expressly consent to receive marketing and non-marketing text messages from FPMC, including text messages made with an auto dialer, at the mobile number you provide. These messages can be recurring or one-time.

Opting in to receive marketing and non-marketing text messages is not required to receive or participate in any products or services from FPMC. By providing your mobile number and opting in, you agree you have ownership rights or permission to use the number given to FPMC.

You may opt out of these communications at any time by following the procedure established by the text message. For example, replying “STOP” to any message you received. After this, you will no longer receive messages from that particular short code. If you want to join again, you can sign up as you did the first time and FPMC will start sending messages to you again.

You can receive assistance at any time by replying “HELP” to any message you receive or calling the FPMC Administrative Office at (608) 487-2745 ext. 895.

Data obtained from you in connection with this text messaging service may include your mobile phone number, your wireless provider’s name, the date, time, and content of your messages, and other information you provide to FPMC as part of this service. FPMC may use this information to contact you and provide the services you request from FPMC. No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. All other categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties. If you have questions regarding our privacy practices, please read our Privacy Policy at <https://www.familypromiseofmonroecounty.com/policies-standards>.

Messaging and data rates may apply for any messages sent to you from us and to us from you. The maximum number of messages per month you receive will vary based on the case management or volunteer program you opt into. If you have questions about your text or data plan, it is best to contact your wireless provider.

FPMC may revise, modify, or amend these SMS Terms at any time. Any such revision, modification, or amendment shall take effect when it is posted to the FPMC website. You agree to review these SMS Terms periodically to ensure that you are aware of any changes. Your continued consent to receive FPMC text messages will indicate your acceptance of those changes.

By opting in, you accept to be bound by these SMS Terms. These SMS Terms do not supersede the terms of HMIS or HIPAA policies. In the event of any conflict between the SMS Terms and the HMIS or HIPAA policies, such conflict shall be determined and resolved in favor of the terms, conditions, and notices in the HMIS or HIPAA policies, which is controlling over the SMS Terms, to the extent permitted by law.