

## Privacy Policy (General Communication)

At City with Dwellings (CwD), we value your privacy and are committed to protecting the personal information you share with us. This Privacy Policy outlines how we collect, use, and share your information.

**Information Collection:** We collect personal information that you voluntarily provide to us, such as your name, email address, phone number, and other details. Information may be collected through:

- Online forms
- Event registrations
- Donations
- SMS consent processes

**Information Use:** We use the information collected to:

- Provide and improve our services
- Communicate with you about programs, events, and updates
- Respond to your inquiries
- Send SMS communications based on your consent

**Information Sharing:** We do not sell or rent your personal information to third parties. Personal information may be shared with trusted service providers who assist us in operations, but only to the extent necessary to provide services. NOTE: If you are a client, please review our [NC HMIS Privacy Policy](#).

**SMS Sharing:** SMS opt-in consent or phone numbers for SMS purposes will NOT be shared with third parties and affiliates for marketing purposes.

For more information or questions about our privacy practices, please contact us at 336-790-9766.

## SMS Terms & Conditions

**1. SMS Consent Communication:** The information (phone numbers) obtained as part of the SMS consent process will not be shared with third parties for marketing purposes.

**2. Types of SMS Communications:** If you have consented to receive text messages from City with Dwellings, you may receive messages related to the following:

- Appointment reminders
- Follow-up messages
- Program updates
- Critical service announcements Example: "Hello, this is a friendly reminder of your upcoming appointment with City with Dwellings on [Date] at [Time]. Reply STOP to opt out of SMS messaging at any time."

**3. Message Frequency:** Message frequency may vary depending on the type of communication. For example, you may receive up to 2 SMS messages per week regarding your appointments or program updates.

**4. Potential Fees for SMS Messaging:** Standard message and data rates may apply, depending on your carrier's pricing plan. Fees may vary for domestic and international messages.

**5. Opt-In Method:** You may opt-in to receive SMS messages from City with Dwellings in the following ways:

- Verbally, during a conversation
- By submitting an online form
- By filling out a paper form

**6. Opt-Out Method:** You can opt out of receiving SMS messages at any time by replying "STOP" to any SMS message you receive. Alternatively, you can contact us directly to request removal from our messaging list.

**7. Help:** If you experience issues, reply with the keyword "HELP" or call us at 336-790-9766.

**8. Standard Messaging Disclosures:**

- Message and data rates may apply.
- You can opt out at any time by texting "STOP."
- For assistance, text "HELP" or visit our [Privacy Policy](#) page.
- Message frequency may vary.