The Moore Center
Creating opportunities for a good life.™

SMS Privacy Policy

Purpose

The Moore Center ("the Agency", "MCS") is committed to protecting the privacy, confidentiality and security of individuals who chose to communicate via Short Messaging Service (SMS) text messaging. This SMS Privacy Policy describes how information is collected, used, stored, and protected when individuals participate in the Agency's SMS messaging platform.

Information We Collect

When you opt in to receive SMS messages from MCS, we may collect:

- Your mobile phone number
- Your communication preferences
- Records of your consent to receive SMS messages
- Message history and delivery information
- Information voluntarily provided through SMS communications

How We Use Your Information

MCS may use SMS communications to:

- Provide appointment reminders
- Communicate service-related information
- Send program updates and notifications
- Respond to inquiries
- Emergency alerts
- Provide customer service and support
- Communicate other important information related to services and operations

No mobile information will be shared with third parties or affiliated for marketing or promotional purposes. Information sharing to subcontractors, service providers, or carriers is permitted solely for the purpose of supporting and delivering SMS communications.

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Consent to Receive Text Messages

Individuals may opt-in to receive SMS communications by:

- Completing a written consent form
- Providing verbal consent during intake or enrollment
- Texting the keyword **START** to 603-206-2700

Consent to receive SMS messages is voluntary and is not a condition of receiving services.

Information Sharing and Disclosure

MCS does not sell, rent, or share personal information, including mobile phone numbers, with third parties for marketing or promotional purposes.

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Information may be shared with vendors and service providers solely for the purpose of supporting the Agency's operations and SMS messaging services. Text messaging originator opt-in data and consent information will not be shared with any third parties for marketing purposes.

Information may be disclosed when required by law, court order, regulation, subpoena, or other legal processes.

Retention of Consent Records

MCS maintains records of SMS opt-in consent, opt-out requests, communication preferences, and related SMS interaction records in accordance with applicable legal requirements and organizational record retention practices. These records are maintained to demonstrate consent, ensure compliance with applicable laws and regulations, and support the administration of SMS communications.

Data Security

MCS maintains reasonable administrative, technical, and physical safeguards designed to protect personal information from unauthorized access, disclosure, alteration, or destruction; however, as with any electronic communication or storage system, there are inherent security risks that cannot be entirely eliminated.

SMS/text messaging is not an encrypted form of communication and may not be secure. Individuals should avoid sending sensitive, confidential, or protected health information through text messages.

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Opting Out

You may opt-out of receiving SMS messages at any time by replying **STOP.**

After receiving your request, MCS will discontinue SMS communications unless you subsequently choose to re-enroll.

Technical Assistance

For assistance with SMS communications, reply **HELP.**

You may also contact:

The Moore Center

Phone: 603-206-2700

Changes to This Policy

MCS reserves the right to modify this SMS Privacy Policy at any time. Revisions will be posted on our website and will become effective upon posting.