

Messaging Privacy Policy

Effective Date: April 10, 2025

Grace Place for Children and Families respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how Grace Place for Children and Families collect and uses information about you when you opt-in to receive SMS messages from us.

Information We Collect

When you opt-in to receive SMS messages, we collect:

- Your phone number
- Consent to send SMS messages
- Your email address
- Your basic contact information
- Your messaging history

How We Collect Your Information

We may collect your information directly from you, such as when you complete a form or contact us or automatically, such as when you interact with our website.

How We Use Your Information

We use your information to:

- Send you the SMS messages you've opted in to receive
- The types of messages that will be sent include conversational messages, provide updates, and general information related to our services.
- Choices and Controls
- To operate our business

You can opt out of receiving SMS messages at any time by replying STOP to any message we send you. You can review our Terms <https://graceplacenaples.org/wp-content/uploads/2025/07/SMS-Terms-and-Conditions.pdf> for additional information about the opt-out process.

To Whom We Disclose Your Information

We are committed to protecting your privacy. Your personal information, including mobile data, is collected and used solely for the purposes of providing and improving our services

We do not share your personal information, phone number, or SMS consent opt-in data with third parties or affiliates for marketing or promotional purposes. Your data will not be transferred to external organizations.

Protection of Information

We take steps to protect your information against unauthorized use or disclosure.

Updates

We may periodically update this privacy policy. If we make material changes that have a substantive and adverse impact on your privacy, we will provide notice on this website prior to the change becoming effective. We encourage you to periodically review this page for the latest information about our privacy practices.

How to Contact Us

If you have any questions or concerns regarding this privacy policy or the handling of your data, please contact us at: 239-255-7200 or via email at info@graceplacenaples.org

Your data will not be transferred to external organizations.

If you wish to opt out of receiving future communications from us, please follow these instructions:

- Send an email to [insert opt-out email address here] with "Opt-Out" in the subject line, or
- Reply to any of our messages with the word "Unsubscribe".

We will process your opt-out request promptly.

If you have any questions or concerns regarding your SMS subscription, personal information we collect or messages you have received, please contact us at the following:

- **Email:** info@graceplacenaples.org
- **Phone:** 239-255-7200

Your data will not be transferred to external organizations.

- Clients may provide consent to receive text messages from Grace Place for Children and Families by submitting their information through online forms at <https://graceplacenaples.org/contact-us/>. By opting in, clients agree to receive conversational messages, including important updates, appointment reminders, and general information related to the services and programs offered by Grace Place for Children and Families. Message frequency may vary, with an average of 1-2 messages per month. Message and data rates may apply. For assistance, text HELP or INFO for help. To opt out, text STOP or UNSUBSCRIBE to stop.