



*We're on your side and at your side.*

Heaven's Hands Community Services, Inc.  
SMS Privacy Policy Statement  
(Federal 10DLC Requirement)



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## **MISSION, VISION, VALUES**

To offer individuals with Intellectual and Developmental Disabilities and their families, personalized supports that:

- Promote a high quality of life
- Result in outcomes that are meaningful
- Foster full participation and integration in their community

### **Our Vision:**

- To be a preferred provider of services and support to persons with intellectual and developmental disabilities and their families.
- To be a preferred employer for persons seeking a career in the field of Human Services.
- To be a collaborative participant within the greater community of Human Service agencies.

### **Our Values:**

- To operate at the highest level of respect and integrity for the people we serve, their families, the community, our employees and all supporting partners.



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Privacy Policy for 10DLC Brand SMS Campaign for Heaven's Hands Community Services, Inc.

Effective Date: June 1st, 2024

## 1. Introduction

Heaven's Hands Community Services, Inc. is committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you participate in our SMS campaign.

## 2. Information We Collect

We may collect the following types of information:

- **Personal Information:** Name, phone number, and any other information you provide when you use our contact form on our website; [www.hhcsny.org](http://www.hhcsny.org).
- **Automatically Collected Information:** We never automatically collect information.

## 3. How We Use Your Information

We use the information we collect for the following purposes:

- **To Communicate:** Sending you updates, responding to inquiries, and other relevant information regarding the purpose of you providing us with your information.
- **To Improve Services:** We may take information you provide to improve or enhance what we do at Heaven's Hands.
- **Compliance and Protection:** Ensuring compliance with legal obligations and protecting against fraudulent, unauthorized, or illegal activities. For more information on compliance, please visit our compliance webpage or contact our Corporate Compliance Officer.

## 4. How We Share Your Information

We do not sell your personal information to third parties or any individual entities, we do not share your personal information to third parties or any individual entities.

- **Legal Requirements:** If required by law, regulation, or legal process, we may disclose your information to authorities.
- **Business Transfers:** In the event of a merger, acquisition, or sale of all or a portion of our assets, your information may be transferred to the new entity.

## 5. Data Security

Effective Date: 06/01/24



*We're on your side and at your side.*

We use appropriate technical and organizational measures to protect your personal information from unauthorized access, disclosure, alteration, and destruction.

## 6. Your Choices

- **\*\*Opt-Out:\*\*** You can opt-out of receiving SMS messages from us at any time by replying "STOP" to any message or contacting us directly.
- **\*\*Access and Correction:\*\*** You have the right to access and correct your personal information. Contact us to make any changes.

## 8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be effective immediately upon posting the updated policy on our website. Your continued participation in the SMS campaign after the changes have been posted will constitute your acceptance of the changes.

## 9. Contact Us

If you have any questions or concerns about this Privacy Policy or our practices, please contact us at:

Heaven's Hands Community Services, Inc.  
718-788-5252  
hr@hhcsny.org

## 10. Consent

By opting into our SMS campaign, you consent to the collection and use of your provided information as described in this Privacy Policy.

Thank you for participating in our SMS campaign. Your privacy is important to us, and we are committed to protecting your personal information.