



Privacy Policy Statement for Zoom SMS Communication

Effective Date: July 16, 2024

At Volunteers of America Chesapeake and Carolinas, we value the privacy and security of our clients, staff, and vendors. This Privacy Policy Statement outlines our practices regarding SMS communication, particularly when using Zoom's SMS integration services. By using our services, you consent to the practices described in this policy.

Purpose of SMS Communication:

We use SMS communication for:

- Confirming appointments and meetings
- Providing quick updates or alerts
- Sending reminders or follow-ups

Collection and Use of Personal Information:

- **Information Collected:**
We may collect your phone number and any other personal information you provide to facilitate SMS communication.
- **Use of Information:**
Your personal information will be used solely for the purposes mentioned above. We will not share your information with third parties without your explicit consent, except as required by law.

Consent:

- **Obtaining Consent:**
We will obtain your consent before sending SMS messages. By providing your phone number, you agree to receive SMS communications from us.
- **Revoking Consent:**
You can opt-out of receiving SMS messages at any time by following the instructions provided in the message or by contacting us directly.



Data Security:

- **Protection Measures:**
We implement stringent security measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction.
- **Data Retention:**
We will retain your personal information only as long as necessary to fulfill the purposes for which it was collected or as required by law.

Compliance with Zoom SMS Integration:

- **Business Registration:**
To use Zoom's SMS services, we must register our business information and obtain approval by July 31, 2024. This ensures compliance with industry regulations and prevents SMS spam.
- **Approval Process:**
We will complete the registration and approval process to ensure our SMS communications are compliant with Zoom's policies and standards.

Your Rights: You have the right to access and correct any personal information we hold about you. Please contact us to request updates or corrections to your information. If you have any concerns or complaints regarding our SMS communication practices, please contact us. We will address your concerns promptly and efficiently.

Thank you for trusting VOACC with your personal information. We are committed to protecting your privacy and ensuring the security of your data. We will not share or sell your mobile data for market purposes.