

SMS Privacy Policy

Gateways Hospital Homeless & Wellness Services

Gateways Hospital Homeless & Wellness Services is committed to protecting your privacy. This SMS Privacy Policy ("Policy") governs how we handle the personal information we collect and receive through our SMS messaging services ("Service"), which are provided through a trusted third-party service provider. This Policy is incorporated into our Terms of Service.

By using the Service, you agree to this Policy. We reserve the right to modify or change this Policy at any time without prior notice. The latest version will always be posted, and continued use of the Service means you accept any changes.

Personal Information We Collect

"Personal Information" includes identifiers such as your mobile phone number, user name or screen name, and any other identifying information (e.g., address, email, or any content sent through SMS).

From our SMS service provider, we may receive:

- Your mobile phone number
- The content of text messages you send
- Any screen name or identifier you provide
- Comments or feedback sent about the Service

You have the right to request information about the personal data we collect and to request its deletion.

How We Use Your Personal Information

We use this data to:

- Provide and improve the Service
- Respond to inquiries
- Communicate important service-related information
- Conduct internal research and analytics
- Provide anonymized reporting to partners and stakeholders

All messages are stored on secure third-party servers as long as needed for operational or legal purposes.

Information Disclosure

We do not sell or rent your personal information. It may be shared only:

- With your explicit consent
- To enforce our Terms of Service
- With trusted vendors operating under confidentiality agreements
- As required by law or legal process
- To prevent fraud, security threats, or harm
- In case of merger, acquisition, or asset transfer

Aggregated, non-personally identifiable data may be shared for reporting purposes.

Security

Gateways Hospital Homeless & Wellness Services takes reasonable steps to protect your data.

However, as messages pass through third-party networks (such as your mobile carrier), complete security cannot be guaranteed. Never send sensitive or identifying information via SMS.

Mobile numbers and consent data will not be shared with third parties or affiliates for marketing purposes.

Opting In

You may opt into the Service by:

- Gateways will Opt-In by contacting Gateways at 323-644-2026 or 323-644-2040

Opting Out

To opt out of SMS communications, reply "STOP" to any message. You'll receive a confirmation and will no longer receive texts.

Children's Privacy

By using the Service, you confirm that you are at least 18 years old or have appropriate permission.

Limitation of Liability

Gateways Hospital Homeless & Wellness Services and its service provider shall not be liable for any

disputes, breaches, or claims arising from use of the Service.

Questions or Help?

To receive technical assistance, reply "HELP" to any SMS from us. For further inquiries, contact Gateways Hospital directly at:

Gateways Hospital Homeless & Wellness Services

323-644-2026 or 323-644-2040

Non-Discrimination

We will not discriminate against you for exercising your rights under applicable data privacy laws such as the California Consumer Privacy Act (CCPA) and California Privacy Rights Act (CPRA).