

---

# Policy

---

## Policy - SMS Messaging Privacy Policy

---

### Policy

Imagine the Possibilities' SMS campaign is authorized for specific, disclosed purposes, including recruitment support and staff or applicant communications. Authorized users must ensure that all recipients have opted in to receive SMS messages from Imagine the Possibilities (ITP) prior to sending. Message content must remain consistent with the registered campaign purpose; SMS may not be used for unsolicited outreach, marketing, or any purpose outside what has been registered with the carrier. ITP does not collect sensitive personal information (such as Social Security numbers or financial data) via SMS, and opt-in data is never sold, rented, or shared with third parties for marketing purposes. Recipients may opt out at any time by replying STOP, and that preference must be honored immediately.

All SMS activity must remain within the scope of ITP's registered campaign(s). Any new or expanded use of SMS—such as adding users, changing message types, or using SMS for a new business purpose—requires prior review and, if necessary, a new campaign registration through Information Technology (IT). Authorized users are responsible for maintaining records of consent and opt-out requests and for ensuring their messaging practices comply with carrier requirements and applicable law. Questions about SMS compliance or campaign registration should be directed to the IT department at [it@imagineia.org](mailto:it@imagineia.org). Failure to comply with this policy may result in suspension of SMS access and may expose ITP to carrier-imposed penalties.

### Purpose

Imagine the Possibilities (“we,” “our,” or “us”) respects your privacy and is committed to protecting your personal information. This SMS Messaging Privacy Policy explains how we collect, use, store, and protect information obtained through our SMS (text message) messaging services.

#### 1. Consent to Receive SMS Messages

By providing your mobile phone number and opting in, you consent to receive SMS messages from Imagine the Possibilities. These messages may include, but are not limited to:

- Account notifications
- Service updates
- Appointment reminders
- Operational or informational messages
- Recruitment support communications
- Message frequency may vary. Consent to receive SMS messages is not a condition of purchasing goods or services.

#### 2. Information We Collect

- When you opt in to SMS messaging, we may collect the following information:
- Mobile phone number
- Date, time, and content of SMS messages sent and received

- Opt-in and opt-out history
- Any information you voluntarily provide via SMS
- We do not collect sensitive personal information (such as Social Security numbers or financial account information) via SMS.

### 3. How We Use SMS Information

- We use SMS-related information solely for purposes that include:
- Delivering requested text messages
- Providing service and support
- Communicating important service-related information
- Maintaining compliance with legal and carrier requirements
- Your information is used only as necessary to operate and improve our messaging services.

### 4. Data Sharing and Disclosure

- We do not sell, rent, or share SMS opt-in data or mobile numbers with third parties for marketing or promotional purposes.
- We may share information only in the following limited circumstances:
- With trusted service providers who assist in delivering SMS messages (e.g., phone system or messaging platform providers)
- When required by law, regulation, or legal process
- To protect the rights, property, or safety of our organization or others
- All service providers are required to protect your information and use it only for authorized purposes.

### 5. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect SMS-related information against unauthorized access, disclosure, or misuse. While no system can be guaranteed 100% secure, we take privacy and data protection seriously.

### 6. Opt-Out and Message Preferences

You may opt out of receiving SMS messages at any time by replying STOP to any message. After opting out, you will no longer receive SMS messages from us unless you re-enroll. For help, reply HELP or contact us using the information provided below.

### 7. Message and Data Rates

Standard message and data rates may apply depending on your mobile carrier and plan. Imagine the Possibilities is not responsible for charges imposed by your carrier.

### 8. Changes to This Policy

We may update this SMS Messaging Privacy Policy from time to time. Updates will be posted on our website or made available upon request, with the effective date revised accordingly.

### 9. Contact Information

If you have questions about this SMS Messaging Privacy Policy or our messaging practices, please contact us:

Imagine the Possibilities

Phone: 563-221-2103

Email: [it@imagineia.org](mailto:it@imagineia.org)

Address: 1710 E. Maple Street, Maquoketa, IA 52060