



325 Ewell Rd
Williamsburg, VA 23188
(757) 244-1234

Faith Recovery Privacy Policy for SMS Communications

Faith Recovery (“we,” “our,” “us”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and protect personal information, including when you communicate with us through SMS/text messaging.

Information We Collect

We may collect the following types of information:

- Name, email address, and phone number when you provide them to us.
- Information you share when communicating with us by phone, email, or SMS.
- Non-identifiable information (such as IP address, browser type, and site usage) collected automatically when you visit our website.

We do **not** request or require sensitive personal health information through SMS/text messaging.

How We Use Personal Information

We use your information to:

- Communicate with you about appointments, scheduling, and program updates.
- Send administrative notifications such as office closures or events.
- Respond to inquiries you submit.
- Improve our services and operations.

SMS/Text Messaging

- By providing your mobile number, you consent to receive SMS/text messages from Faith Recovery.
- SMS consent is **not shared with third parties or affiliates**.
- You may opt out of SMS/text communications at any time by replying **STOP** to any message.
- Standard message and data rates may apply depending on your carrier.
- SMS/text messages are used only for administrative and non-clinical purposes.



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Information Sharing

We do not sell, trade, or rent personal information. We may share limited information only when required by law or regulation (for example, to comply with state or federal reporting obligations).

Data Security & Retention

We take reasonable steps to protect your information from unauthorized access, use, or disclosure. SMS/text message records are retained only as long as necessary to fulfill their purpose or comply with applicable law.

Your Rights

You have the right to:

- Request access to the personal information we have about you.
- Request correction of your information.
- Opt out of SMS/text messaging at any time.

Contact Us

If you have questions about this Privacy Policy, please contact:

Faith Recovery

325 Ewell Rd
Williamsburg, VA 23188
Phone: (757) 244-1234
Email: info@faithrecoveryhope.org