



## ***Veteran Community Network of Central Virginia***

***P. O. Box 2405  
Chesterfield, VA 23832***

Chair  
John Maxwell

Vice Chair  
Dr. Le'one M. Lee

### **Veteran Community Network of Central Virginia SMS/Texting Privacy Policy**

**Effective Date:** October 3, 2025

#### **1. Introduction**

Veteran Community Network of Central Virginia ("we," "us," "our, "VCNCV") is committed to protecting your privacy. This SMS/Texting Privacy Policy explains how we collect, use, and protect information when you communicate with us via text message (SMS). Our text messaging program is used solely for the purpose of coordinating services with our clients.

#### **2. Consent to Receive Text Messages**

By providing your mobile phone number to us, you are expressly consenting to receive text messages from Veteran Community Network of Central Virginia (VCNCV) for service-related communications. These messages are for coordination purposes only and are not for marketing or promotional content.

#### **3. How We Use Your Information**

We will use the information we collect through text messages only for the following purposes:

- **Scheduling and Confirming Appointments:** To set up, confirm, or change meeting times and dates.
- **Appointment Reminders:** To send you reminders about upcoming appointments or program deadlines.
- **Service Updates:** To provide you with important information or updates regarding the services you are receiving.
- **Logistical Coordination:** To coordinate details such as locations, necessary documents, or transportation; this may include requests to receive needed documents to coordinate resources and services for you.
- **Direct Responses:** To respond directly to your questions or inquiries sent via text.

We will **not** use your phone number for fundraising, marketing, or any promotional solicitations unless you have provided separate, explicit consent for that specific purpose.



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## **4. What Information We Collect**

We only collect the information necessary for coordination:

- Your mobile phone number.
- The content and history of your text message exchanges with us.
- Your name, if you provide it.

## **5. Data Sharing and Disclosure**

We do not share, sell, rent, or trade your mobile phone number or personal information to any third parties for their marketing purposes.

Additionally, mobile opt-in and consent are never shared with anyone for any purpose. Any information sharing that may be mentioned elsewhere in this policy excludes mobile opt-in data.

Your information will only be shared with:

- Authorized VCNCV Board and staff members and designated volunteers who require the information to coordinate services with you.
- Our third-party communications provider that helps us send and receive text messages. This provider is contractually obligated to protect your information and is not permitted to use it for any other purpose.

We may disclose your information if required by law, subpoena, or other legal process.

## **6. How to Opt-Out**

You can stop receiving text messages from us at any time. To opt-out, simply reply with the word **STOP** to any message you receive from us.

After you text **STOP**, we will send you one final confirmation message to confirm that you have been unsubscribed. You will not receive any more text messages from us after that, unless you re-initiate contact or provide consent again.



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For assistance, you can text **HELP** at any time.

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## **7. Data Security**

We implement reasonable administrative, technical, and physical security measures to protect your information from unauthorized access, use, or disclosure. Communications via text message are stored securely by our service provider.

## **8. Message Frequency**

Message frequency will vary depending on your needs and the services you are receiving from us. You will only receive messages that are necessary for coordination.

## **9. Message and Data Rates**

**Message and data rates may apply.** Please check with your mobile carrier for details about your specific plan. VCNCV is not responsible for any charges from your mobile carrier that may result from our text message communications.

## **10. Messaging Terms and Conditions**

By providing your phone number and agreeing to receive texts, you consent to receive text messages from Veteran Community Network of Central Virginia, from 804-724-5550 regarding customer care. Consent is not a condition of purchase. Message frequency varies. Message & data rates may apply. You can reply STOP to unsubscribe at any time or HELP for assistance. You can also contact us at 804-724-5550 or [info@vcncentralvirginia.org](mailto:info@vcncentralvirginia.org). Mobile opt-in information is never shared with third parties.

## **11. Changes to This Policy**

We reserve the right to modify this SMS/Texting Privacy Policy at any time. If we make material changes to this policy, we will notify you by posting an updated version on our website and, where appropriate, providing you notice via text message.



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## **12. Contact Us**

If you have any questions about this policy or our privacy practices, please contact us at:

Veteran Community Network of Central Virginia

P.O. Box 2405

Chesterfield, VA 23832

[info@vcncentralvirginia.org](mailto:info@vcncentralvirginia.org)

804-724-5550

<https://www.vcncentralvirginia.org/>