

# Privacy Policy

**Effective Date:** Jan 30 2026

OPEN DOORS DAY PROGRAM ("we," "our," or "us") is committed to protecting the privacy and confidentiality of the individuals we support, their families/guardians, staff, and all participants in our Adult Special Needs Program. This Privacy Policy explains how we collect, use, store, and protect personal information, including information related to SMS/text message communications.

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## 1. Information We Collect

We may collect personal information including, but not limited to:

- Participant names and contact information
- Guardian or emergency contact details
- Phone numbers and email addresses
- Program-related information required to provide safe and effective services
- Communication preferences, including SMS consent

Personal information is collected through registration forms, consent forms, email communications, phone calls, and in-person interactions.

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## 2. Use of Personal Information

We use personal information solely for purposes related to program operations, including:

- Program participation and scheduling
- Health, safety, and emergency communication
- Administrative and billing matters
- Service updates, reminders, and important notifications
- Communication with participants and/or their authorized guardians

We do **not** sell, rent, or trade personal information to third parties for marketing purposes.

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## 3. SMS Terms & Conditions

### 3.1 SMS Consent Communication

The phone numbers obtained as part of the SMS consent process will **not** be shared with third parties for marketing purposes. SMS communications are used strictly for program-related and administrative purposes. **SMS opt-in or phone numbers for the purpose of SMS are not being shared with any third party or affiliate company for marketing purposes.** SMS communications are used strictly for program-related and administrative purposes.

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### 3.2 Types of SMS Communications

If you have consented to receive text messages from **OPEN DOORS DAY PROGRAM**, you may receive SMS messages related to:

- Program updates or schedule changes
- Appointment or attendance reminders
- Emergency or urgent notifications
- Billing or administrative notices
- General program-related information

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### 3.3 Message Frequency

Our SMS message frequency is estimated to be **occasional monthly**. Message frequency may vary depending on program needs or emergency situations.

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### 3.4 Potential Fees for SMS Messaging

Standard message and data rates may apply depending on your mobile carrier and pricing plan. Fees may vary for domestic or international messages. [Company Name] is not responsible for any charges incurred.

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### 3.5 Opt-In Method

You may opt in to receive SMS messages from **OPEN DOORS** through the following method:

- Providing written or electronic consent via email or program registration forms

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### **3.6 Opt-Out Method**

You can opt out of receiving SMS messages at any time by replying "**STOP**" to any SMS message you receive. You may also contact us directly to request removal from our messaging list.

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### **3.7 Help**

If you experience any issues with SMS communications, you can reply with the keyword "**HELP**". You may also contact us directly at:

- **Email:** [opendoorsday.p@gmail.com](mailto:opendoorsday.p@gmail.com)
- **Phone:** 519-900-6817
- **Website:** [opendoorsnorfolk.com](http://opendoorsnorfolk.com)

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### **3.8 Additional Options**

Participation in SMS messaging is optional. If you do not wish to receive SMS messages, you may simply choose not to check the SMS consent box on our forms.

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### **3.9 Standard Messaging Disclosures**

- Message and data rates may apply
- You may opt out at any time by texting "**STOP**"
- For assistance, text "**HELP**" Message frequency may vary

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## **4. Information Sharing and Disclosure**

We only share personal information when required to:

- Provide program services
- Comply with legal or regulatory requirements
- Protect the health and safety of participants, staff, or the public

All shared information is limited to what is necessary and handled in a confidential manner.

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## 5. Data Security

We take reasonable administrative, technical, and physical measures to protect personal information against unauthorized access, disclosure, or misuse.

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## 6. Changes to This Privacy Policy

Open Doors reserves the right to update this Privacy Policy at any time. Updates will be communicated through our website or written notice.

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## 7. Contact Us

If you have questions or concerns about this Privacy Policy or our privacy practices, please contact us at:

**Open Doors Day Program**  
**Email:** [opendoorsday.p@gmail.com](mailto:opendoorsday.p@gmail.com)  
**Phone:** 519-900-6817  
**Address:** [opendoorsnorfolk.com](http://opendoorsnorfolk.com)