

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.

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.

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.

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.

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.

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.

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

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.

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
- **Phone:** 519-900-6817
- **Website:** opendoorsnorfolk.com

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.

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

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.

5. Data Security

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

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.

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

Phone: 519-900-6817

Address: opendoorsnorfolk.com