



SMS Terms & Conditions

1. Message Types

By opting in for Compass Housing Alliance SMS communications, you agree to receive messages related to:

- Appointment reminders
- Program updates
- Emergency alerts
- Service notifications
- Community engagement opportunities

2. Message Frequency

Message frequency may vary depending on your interactions with Compass Housing Alliance. You may receive:

- Weekly updates
- Occasional alerts based on service activity
- Monthly newsletters or announcements

3. Message and Data Rates

Message and data rates may apply. These charges are determined by your mobile carrier and are your responsibility.

5. Help Information

For help, reply HELP to any message or contact us directly at:

 **Phone: 206-474-1000**

 **Email: info@compasshousingalliance.org**



6. Opt-Out Instructions

You may opt out of SMS communications at any time by replying STOP to any message. You will receive a confirmation message and will no longer receive SMS messages from Compass Housing Alliance unless you opt in again.

Privacy Statement

Compass Housing Alliance is committed to protecting your privacy. This Privacy Statement outlines how we collect, use, and safeguard your personal information when you engage with our services, including SMS communications.

We collect personal information such as your name, phone number, and service preferences to provide relevant updates and alerts. This information is stored securely and is not shared with third parties without your consent, except as required by law.

You have the right to access, update, or delete your personal information at any time. For questions or concerns regarding your privacy, please contact us at info@compasshousingalliance.org.

Revision History:

Policy Version	Effective Date	Approved Date	Revision Date	Authorized Personnel	Summary of Change(s)
V.1	10/03/25	10/3/25	N/A	M. Davalos	Original