

Catholic Charities Yolo Solano Privacy Policy for SMS Messaging

Effective Date: 9/3/2026

Links:

- **Terms and Conditions:** <https://www.ccyoso.org/sms-termsandconditions>
- **Privacy Policy:** <https://www.ccyoso.org/privacy-policy>
- **National Do Not Call Registry:** <https://www.donotcall.gov/>

Introduction

At Catholic Charities Yolo Solano , protecting your privacy is our priority. This Privacy Policy explains how we collect, use, and safeguard your information when you opt into our SMS program. By enrolling, you agree to these terms, which comply with the **2026 Telephone Consumer Protection Act (TCPA), Campaign Registry requirements, and CTIA Best Practices.**

1. Information We Collect

- **Phone Number:** The mobile number you provide to receive SMS messages.
- **Message Interaction Data:** Delivery and engagement metrics (e.g., delivery status, response keywords).
- **Consent Records:** Timestamps and methods of opt-in (web form, keyword, verbal, paper or e-mail).

2. How We Use Your Information

- Send SMS messages (**notifications, updates, and reminders**) per your opt-in preferences.
- Demonstrate regulatory compliance (TCPA 2025, Campaign Registry).
- Improve messaging and measure engagement.

3. One-to-One Consent Requirement

Under the January 2024 FCC ruling, opt-in consent applies solely to Catholic Charities Yolo Solano . We do not share your consent with third parties or affiliates unless you expressly agree.

4. Message Frequency & Data Rates

The SMS message frequency will vary but will not be more than **3-5** messages per day unless there is a notification event. Message and data rates may apply; check your carrier's terms.

5. Opt-Out & HELP Instructions

- Text “STOP” to any message to unsubscribe immediately.
- Text “HELP” for assistance or contact us at **info@ccyoso.org** or **707-644-8909** and/or **530-214-4081**.

6. Data Sharing & Disclosure

- We will never sell your data.
- We may share data with service providers (e.g., carriers) with strict confidentiality regarding SMS delivery.
- National Do Not Call Registry (DNC) protections apply to SMS; we honor existing DNC registrations unless you expressly opt in.

7. Security of Your Information

Reasonable measures are in place to protect your data, though no system is infallible.

8. Record-Keeping & Proof of Consent

We retain all opt-in and opt-out records, including timestamps and consent methods, to comply with TCPA 2026 and Campaign Registry guidelines.

9. Changes to This Policy

We may update this Policy as laws evolve. Material changes will be communicated via SMS or on our website. Continued use after updates constitutes acceptance.

10. Contact Us

If you have any questions about this Privacy Policy or wish to update your SMS preferences, you can contact us at:

Email: info@ccyoso.org

Phone: 707-644-8909 and/or 530-214-4081

Address: 823 Jefferson St., Suite A&B, Fairfield, CA 94533

Key 2026 Compliance Elements:

- **One-to-One Consent:** Consumers are only giving consent to receive messages from the specific business they opt in for, not from multiple parties or third parties.

- **Clear Disclosures:** The policy includes clear language about the nature of the messages, frequency, potential charges, and opt-out mechanisms
- **Do Not Call Protections:** The policy reflects the latest FCC guidance that DNC protections apply to SMS, making it clear that businesses must adhere to DNC regulations
- **Data Sharing and Record-Keeping:** Emphasizes the importance of maintaining proof of consent and clear guidelines on how data is shared for operational purposes.

This updated **Privacy Policy** example aligns with current 2026 **TCPA** and **FCC** guidelines, ensuring your business remains compliant while fostering transparency with consumers.

Catholic Charities Yolo Solano SMS Terms and Conditions

Effective Date: 9/3/2026

Introduction

By joining our SMS program provided by **Catholic Charities Yolo Solano** you agree to receive recurring text messages (notifications, updates, and reminders) on the number you provide, under these Terms that adhere to TCPA (2026) and CTIA Best Practices.

1. Opt-In Consent

In accordance with the **2026 TCPA guidelines**, your participation in our SMS service requires explicit **one-to-one consent**. This means that by opting in, you consent to receive messages from Catholic Charities Yolo Solano only. Consent cannot be shared with other companies or third-party entities without your direct approval.

To join our SMS program, you may opt in through the following methods, in compliance with the 2026 CTIA Guidelines:

- **Web Form:** Provide consent by checking a clearly labeled checkbox explicitly stating SMS program enrollment during the opt-in process.
- **Verbal Consent:** Offer verbal consent by clearly agreeing to SMS participation after being read a compliant SMS consent disclosure.

Webform Consent Requirements:

- Phone number field cannot be required on any website forms.
- The checkbox must not be pre-checked. This text must appear directly adjacent to the checkbox.
- If you're collecting consent for a specific message type (e.g., employee communication), substitute “notifications, updates and reminders” with the correct term, like “Communication between Employees” or “appointment reminders.”
- You should log consent time, IP address, and full form data for audit trail purposes.

THE MESSAGE BELOW MUST BE VERBATIM

Webform Consent Example:

☐ By checking this box, you consent to receive SMS messages from **[Brand Name]** for **[Type of SMS Message You Send]**. Message frequency varies but will not exceed 3–5 messages per day unless a notification event occurs. Message & data rates may apply. Reply HELP for help. Reply STOP to opt out. Your mobile information will not be shared with third parties or affiliates for marketing or promotional purposes.

Verbal Consent Requirements: If you do receive verbal consent from the customer, we will need a recorded copy of the company reading off verbatim exactly what is on the online contact form SMS consent except the check box portion. The recording must include everything, but it won't always be updates, notifications or alerts, this must match the company's message type. We will also need a transcript attached to the case with the recording.

THE MESSAGE BELOW MUST BE VERBATIM

Verbal Consent Example: Do you **[Customer Name]** consent to receiving SMS from **[Brand Name]** for **[Type of SMS Message You Send]**. Msg. Freq. Varies but there will not be more than 3-5 messages per day unless there is a notification event, Msg. & Data Rates may apply, Reply HELP for help. Reply

Stop to Opt-Out. And no mobile information will be shared with third parties/affiliates for marketing/promotional purposes at any time.

2. Message Frequency

You will receive no more than 3-5 messages per day, unless for urgent notifications. Standard carrier rates apply.

3. Opt-Out Process

Reply “**STOP**” any time to end messages; “**HELP**” to receive support instructions; or contact **info@ccyoso.org / 707-644-8909 and/or 530-214-4081**.

4. Terms of Consent

Your consent is voluntary and not a condition of purchase. You may receive informational messages as described at opt-in.

5. Privacy Policy

Your mobile number and interaction data are governed by our Privacy Policy: <https://www.ccyoso.org/privacy-policy>. Data is used solely for SMS delivery purposes.

6. Message & Data Rates

Standard rates may apply per your carrier plan. Catholic Charities Yolo Solano is not liable for carrier charges.

7. Record-Keeping & Compliance

We maintain detailed logs of opt-ins/opt-outs (dates, times, methods) to satisfy TCPA 2026 proof-of-consent requirements.

8. Changes to Terms

We reserve the right to update these Terms. Significant changes will be sent via SMS or posted online. Continued participation implies acceptance.

9. Disclaimers & Liability

Message delivery depends on carrier networks; we cannot guarantee uninterrupted service or delivery times.

Contact Information

Email: info@ccyoso.org

Phone: 707-644-8909 and/or 530-214-4081

Address: 823 Jefferson St., Suite A&B, Fairfield, CA 94533