



**IMMIGRANT ASSISTANCE
CENTER**
of West Michigan

Email/Phone/Text Messaging Service Privacy Policy

Last updated: September 2024

Overview

The Immigrant Assistance Center of West Michigan (hereinafter "IAC of WMI") privacy statement recognizes the value of privacy of the organization's clients and potential clients.

This privacy notice provides more specific information on how the IAC of WMI Phone/Email/Text Messaging service collects and processes your personal information.

Scope

The notice applies to our practices for gathering and disseminating information related to the IAC of WMI messaging service ("we", "us", or "our") and is meant to provide you with an overview of our practices when collecting and processing personal information.

How We Collect Information

We collect personal information in the following circumstances:

- *Direct Collection*, when you provide information by responding to Phone Calls/Emails/Text Messaging.
- *From IAC of WMI website Contact Form*, when we import your contact information from the www.iacwmi.org website.
- *Automated Processes*, when interacting with our texting carrier (Zoom Phone).

What Type of Information We Collect

Direct Collection

We directly collect the following personal information:

- Opt-out preferences
- Content of your email/text message responses to us.
- Content you provide to us over the phone.

Collection from the IAC of WMI website (www.iacwmi.org)

We import personal information from the IAC of WMI website Contact Form. The information includes:

- First and last name
- Phone number
- Email address

Automated Collection

We automatically collect the following personal information:

- Device status indicating whether a device is available for messaging
- Carrier (e.g. Verizon, AT&T, etc.)
- Country associated with the phone (we are not sending international text messages)
- Delivery status
- Error codes indicating why a message was not delivered (e.g. number associated with a landline, unreachable device, etc.)

How This Information Is Used

We use the personal information we collect to communicate with you regarding IAC of WMI appointments, case status updates, and follow up questions or requests, such as:

- **Confirm Upcoming Appointments**, to confirm you will be attending your upcoming appointment with our office, to cancel or to reschedule an appointment with our office.

- **Updates**, to keep you informed of important dates and deadlines regarding your case, and to provide you with processing time frames for your case type.
- **Follow-up Communications**, to request any additional outstanding information related to your case-type, and/or address questions regarding your case.

With Whom This Information Is Shared

We do not sell or rent your personal information. We may, however, share your personal information in limited circumstances, such as with external service providers that support business activities. Specifically, we share your information with Zoom Phone, which provides the communications platform the IAC of WMI uses for text messaging services.

We require our service providers to keep your personal information secure, and do not allow them to use or share your personal information for any purpose other than providing services on our behalf.

We may also share your personal information when required by law, or when we believe sharing will help to protect the safety, property, or rights of the IAC of WMI, and its clients.

What Choices You Can Make About Your Information

If you wish to unsubscribe from phone/email/text messages for a campaign, you can reply with words, such as 'cancel', 'end', 'quit', 'unsubscribe', 'stop', or 'stop all' and you will no longer receive messages.

If you wish to re-subscribe, reply with words, such as 'start', 'yes', or 'unstop' by phone/email/text.

Please note that unsubscribing from phone/email/text messages from one campaign will not unsubscribe you from other campaigns. Unsubscribing will not remove your information from source IAC of WMI systems.

The accuracy of your contact information in Google Suite and Zoom Phone is critical for the delivery of phone/email/text messages. If you wish to update your contact information, please call our office at (616) 317-7063 or email us at contact@iawmi.org.

How Information Is Secured

The IAC of WMI recognizes the importance of maintaining the security of the information it collects and maintains, and we endeavor to protect information from unauthorized access and damage. The IAC of WMI strives to ensure reasonable security measures are in place, including physical, administrative, and technical safeguards to protect your personal information.

Privacy Notice Changes

This privacy notice may be updated from time to time. We will post the date our notice was last updated at the top of this privacy notice.

Who to Contact with Questions or Concerns

If you have any concerns or questions about how your personal data is used, please contact the IAC of WMI Office at contact@iacwmi.org or 4489 Byron Center Avenue SW, STE E, Wyoming, MI 49519.