OVERVIEW

Phone/Text Messaging Service Privacy Policy

Last Updated June 2026

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/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 (Ooma 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, or to reschedule an appointment with our office.
- Case Updates, to keep you informed of important dates and deadlines regarding your case.
- Follow-up Communications, to request any additional outstanding information related to your case-type, and/or address questions regarding your case.
- Your information will never be shared with third parties for marketing purposes.

Consent and Revocation

Upon initial completion of our contact form, you have the option to opt-in to receiving communication from the IAC of WMI via email, phone call and/or text message. However,

- You are consenting to receive communications from the IAC of WMI only
- You are consenting to recurring messages of varied frequency
- You may reply STOP at any time to opt-out of receiving future messaging from the IAC of WMI
- You may may reply HELP at any time for more information

- You understand that by consenting to receive SMS/Text Messages, additional message and data rates may apply via your personal carrier

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

The accuracy of your contact information is critical for the delivery of phone/text messages. If you wish to update your contact information, or if you have any concerns or questions about how your personal data is used, please call our office at (616) 317-7063 or email us at contact@iawmi.org.