

Housing Authority of the City of Yuma is committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. This Privacy Policy outlines how we collect, use, and protect your personal information when you engage with us through SMS communications.

Website: <https://www.hacy.org/>

Phone Number: (928) 782-3823

By opting in to receive SMS messages from Housing Authority of the City of Yuma, you agree to the terms outlined in this Privacy Policy and our SMS Terms and Conditions. If you have any questions or concerns, please contact us directly.

1. SMS Consent Communication

When you opt in to receive SMS communications from Housing Authority of the City of Yuma, we collect your phone number and any other necessary information to communicate with you via text messages. This information is not shared with third parties for marketing purposes. We respect your privacy and are committed to keeping your data secure.

2. Types of SMS Communications

If you have opted in to receive SMS messages from Housing Authority of the City of Yuma, you may receive messages regarding the following:

- Appointment reminders for housing interviews, re-certifications, inspections, or case management sessions
- Updates about Section 8 housing availability, waitlist status, RAD program transitions, or document submission deadlines
- Notifications about community services, Family Self-Sufficiency program events, or educational workshops
- Follow-ups related to your inquiries, submitted forms, or your participation in housing assistance or support programs offered by HACY

Example message:

"Hello, this is a friendly reminder of your upcoming appointment with Housing Authority of the City of Yuma on [Date] at [Time]. Reply STOP to opt out of SMS messaging at any time."

3. Message Frequency

The frequency of SMS messages may vary based on the type of communication you are receiving. For example, you may receive up to 5 SMS messages per week regarding appointments, billing inquiries, or other related communications.

Example:

"Message frequency may vary. You may receive up to 5 SMS messages per week regarding your appointments or account status."

4. Potential Fees for SMS Messaging

Please note that standard message and data rates may apply, depending on your carrier's pricing plan. These fees may vary if the message is sent domestically or internationally.

5. Opt-In Method

You may opt in to receive SMS messages from Housing Authority of the City of Yuma in the following ways:

- Verbally, during a conversation with a representative

6. Opt-Out Method

You have the right to opt out of receiving SMS messages at any time. To do so, simply reply "STOP" to any SMS message you receive from Housing Authority of the City of Yuma. Alternatively, you can contact us directly at (928) 782-3823 to request removal from our messaging list.

7. Help and Support

If you are experiencing any issues or need assistance, you can reply with the keyword "HELP" to any SMS message you receive. Alternatively, you can contact us directly at (928) 782-3823, or visit our website at <https://www.hacy.org/> for more information.

8. Additional Options

If you do not wish to receive SMS messages, you can choose not to check the SMS consent box on our forms. By not providing consent, you will not receive SMS communications from Housing Authority of the City of Yuma.

9. Standard Messaging Disclosures

- Message and data rates may apply depending on your carrier's plan.
- You can opt out at any time by texting "STOP" to any SMS message you receive from Housing Authority of the City of Yuma.
- Message frequency may vary.