



PRIVACY POLICY

1. Overview

Center for Safety & Change (the Center) is committed to protecting the privacy and confidentiality of individuals who use our services. This Privacy Policy explains how we collect, use, and protect information shared through our website, live chat (Basechat), and SMS/text messaging services (Basechat).

Our services support individuals impacted by domestic violence, sexual assault, human trafficking, and other crimes.

2. Information Collected

The Center may collect the following types of information when you use our services:

a. Information You Provide

- Name or alias (you may remain anonymous)
- Phone number (if using SMS/text services)
- Email address (if provided)
- Information you choose to share about your situation

b. Automatically Collected Information

- Date and time of interactions
- General usage data (e.g., session duration)

We do **not require identifying information** to access support services.

3. How We Use Information

We use information to:

- Provide support, advocacy, and crisis intervention
- Respond to your requests and communicate with you
- Improve service delivery and quality
- Maintain internal records and reporting requirements

We do **not sell or rent your personal information.**

4. SMS/Text Messaging Privacy

If you provide a phone number or communicate via text message:

- You consent to receive conversational and/or informational messages from Center for Safety & Change
- Message frequency varies based on your interaction
- Message and data rates may apply

Important:

- SMS consent is not shared with third parties for marketing purposes
 - We do not use SMS for marketing or promotional messaging
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5. Confidentiality, Privacy & Federal Protections

Center for Safety & Change prioritizes the confidentiality and safety of all individuals who access our services.

In accordance with the Violence Against Women Act (VAWA) and the Family Violence Prevention and Services Act (FVPSA):

- We are prohibited from disclosing, revealing, or releasing any personally identifying information or individual information collected in connection with services requested, utilized, or denied.
- This prohibition applies regardless of whether the information has been encoded, encrypted, hashed, or otherwise protected.
- Under no circumstances will personally identifying information be shared to comply with federal, tribal, or state reporting, evaluation, or data collection requirements, whether for this program or any other grant program.

Information may only be shared:

- With informed, written, reasonably time-limited consent, or
- When required by law under specific, limited circumstances (e.g. if ordered to provide by a court of law)

When data is used for reporting, evaluation, or funding purposes, it is aggregated and fully de-identified so that no individual can be identified.

6. Data Security

We use administrative, technical, and physical safeguards to protect your information.

However, please be aware:

- Internet-based communications (chat, email, SMS) are not completely secure
- Others with access to your device may be able to view messages

We encourage you to:

- Use a safe or private device
 - Delete messages if needed for your safety
 - Clear all search history and cookies from your web-browser
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7. Data Retention

We retain information only as long as necessary to:

- Provide services
- Meet legal, funding, and reporting requirements

Retention periods are determined in accordance with applicable laws and funding guidelines.

8. Third-Party Services

We use third-party platforms, including Basechat, to provide services. These providers may process data on our behalf.

We select vendors with consideration for privacy and security; however, their systems operate under their own policies and safeguards.

9. Your Rights & Choices

You have the right to:

- Choose what information you share
- Remain anonymous
- Request to stop communication at any time

For SMS:

- Reply **STOP** to opt out
 - Reply **HELP** for assistance
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10. Children & Youth

Our services may be accessed by minors. We handle information from minors with heightened sensitivity and in accordance with applicable laws and mandatory reporting requirements.

11. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be posted on our website.

12. Contact Information

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