



TERMS AND CONDITIONS

1. Program Description

Center for Safety & Change offers confidential support services through live chat and SMS/text messaging using BaseChat. These services are available to individuals impacted by domestic violence, sexual assault, human trafficking, and other crimes.

By initiating contact through BaseChat or opting into SMS/text messaging, you agree to receive communications from trained advocates for purposes including:

- Emotional support and crisis intervention
 - Safety planning
 - Information and referrals to services
 - Follow-up communication (if applicable)
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2. Voluntary Participation

Participation in chat or SMS services is **completely voluntary**. You may stop communication at any time.

3. Consent to Receive Messages

By initiating a text conversation, you are consenting to receive conversational messages from Center for Safety & Change.

- Message frequency may vary depending on your needs and engagement
 - Message and data rates may apply based on your mobile carrier
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4. Opt-Out Instructions

You may opt out of SMS communications at any time by:

- Replying **STOP** to any message

After opting out, you will no longer receive SMS messages unless you reinitiate contact.

5. Help Instructions

For assistance, you may:

- Reply **HELP** to any message
 - Visit our website: <https://www.centerforsafetyandchange.org/>
 - Call our 24/7 hotline: (845) 634-3344
 - Call our main office line: (845) 634-3391
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6. Confidentiality & Privacy

Center for Safety & Change is committed to protecting your privacy and confidentiality.

However, please be aware:

- Chat and text messaging may not be fully secure
- Mobile information and SMS opt-in consent will not be shared with or sold to third parties for marketing or promotional purposes
- Messages may be seen by others who have access to your phone or device
- We encourage you to delete messages or use a safe device if you have safety concerns
- When using the webchat feature, we encourage you to delete your browsing history and cookies.

Information shared may be kept confidential except where disclosure is required by law, including but not limited to:

- Risk of harm to yourself or others
- Abuse or neglect of a minor, elder, or vulnerable person

For full details, please review our Privacy Policy, which can be found on our website:

<https://www.centerforsafetyandchange.org/privacy-policy/>

7. Safety Disclaimer

If you are in immediate danger, please call **911** or your local emergency services.

Chat and SMS services are **not a substitute for emergency response**.

8. Appropriate Use

By using this service, you agree:

- Not to misuse, harass, or abuse the service
- Not to send spam or unrelated content

Center for Safety & Change reserves the right to discontinue communication if the service is misused.

9. Service Availability

Chat and SMS services are available 24/7. Response times may vary depending on advocate availability.

10. Changes to Terms

These Terms & Conditions may be updated at any time. Continued use of the service constitutes acceptance of any updates.

11. Contact Information

Center for Safety & Change
9 Johnsons Lane, New City, NY 10956
24/7 Hotline: 845-634-3344
Main Office Phone: 845-634-3391
Agency Email: info@centersc.org
<https://www.centerforsafetyandchange.org/>

