**NILP Telecommunications Privacy Practices**

**Northeast Independent Living Program, Inc. (NILP)**, values your privacy and will make every effort to protect and respect your personal information. In line with this commitment, we have established the following Privacy Policy and Terms & Conditions of our SMS Messaging service. Please read it carefully to understand how we collect, use, and manage your phone numbers.

**Telecommunication Privacy Policy:**

NILP places a high priority on protecting your privacy. This privacy policy was created to demonstrate our commitment to the privacy of our consumers. This policy explains what types of information is collected by and how this information is used. Our aim is not just to comply with privacy law. It’s to earn your trust.

We never sell or share your information with others. Individuals who sign up to receive communications, fill out a form, donate, etc. voluntarily provide us with contact information (such as name, address, phone numbers, e-mail address, etc.). We may use this information for specific, limited purposes, such as invitations to agency events, fundraising opportunities, or agency announcements. You may always “Opt-out,” either now or at any time if you do not wish to receive communications. Information collected when you voluntarily donate through our website is stored for future communication and solicitation purposes unless you opt out or donate anonymously.

**Terms & Conditions – SMS Messaging**

**Collection of Phone Numbers:**

We collect your phone numbers only when you voluntarily provide them to us. Example, during initial service inquiry or when you sign up for our services.

**Use of Phone Numbers for SMS:**

**Opting-in (opt-in)**, is a verbal commitment to receive communications to the phone numbers provided. We will not share your opt-in to a third-party affiliate, vendor, or SMS campaign for purposes unrelated to supporting you in connection with NILP services. You agree to receive informational messages from NILP for the purposes of appointment reminders, account notifications and updates, etc.. Message frequency will vary. ***Message and data rates may apply***.

Your phone numbers are primarily used to provide you with personalized services, updates and information pertaining to services being rendered by NILP. SMS messaging charges may be applied by your carrier. We will only share your phone number with our SMS provider, subject to their privacy policy. We use GoTo to send all SMS communications. Please view GoTo’s privacy policy here: <https://www.goto.com/company/legal/privacy>

**Opting-out (opt-out) of SMS messaging:**

If at any time you wish to stop receiving SMS messages, you can opt-out by:

* Texting STOP or UNSUBSCRIBE

**Additional disclosures:**

Mobile information will not be shared with third parties/affiliates for marketing or promotional purposes.

All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

Personal information will not be shared with any third parties.

**Changes to this Policy:**

We reserve the right to update this policy at any given time. You will be notified in a way consistent with organizational practices or will be posted on our website.

**updated 2.12.2025**