

# Privacy Policy

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Effective Date: 2025

At Treetop Child Advocacy Center (“Treetop,” “we,” “us,” or “our”), we are committed to protecting your privacy. This Privacy Policy explains how we collect, use, and share your personal information when you interact with us, including through SMS communication.

## 1. What Personal Information We Collect

- Name
- Phone number
- Email address
- Communication preferences
- Message content related to our services

## 2. How We Use Your Personal Information

- Coordinating appointments and work-related tasks
- Responding to inquiries
- Providing organizational updates
- Internal operational communications between staff

## 3. Who We Share Personal Information With

We do not share your personal information, including SMS consent, with any third parties or affiliates for marketing purposes. Your information is used only internally by authorized staff for operational purposes.

## 4. Your Choices

You may opt out of SMS communications at any time by replying “STOP” to any message. To get help, reply “HELP” or contact us using the information below.

## 5. Accessibility

We ensure this privacy policy is accessible on all forms that request your information. A link to this policy is also available in the footer of every page on our website.

## 6. Contact Us

If you have any questions about this Privacy Policy or our data practices, please contact us:

- Email: [info@treetopcenter.org](mailto:info@treetopcenter.org)
- Phone: 970-409-2111
- Mailing Address: PO Box 1628, Frisco, CO 80443

## 7. SMS Terms and Conditions

### Consent for SMS Communication

We obtain your consent verbally by asking:

"Do you agree to receive Conversations (external) text messages from Treetop Child Advocacy Center? Reply STOP to opt-out; Reply HELP for support; Message & data rates may apply; Messaging frequency may vary. Visit <https://www.treetopcenter.org/contact-us/> to see our privacy policy and terms of service."

Phone numbers obtained for SMS communication will not be shared with third parties for marketing purposes and are used only for service-related communication.

### Types of SMS Communications

- Appointment reminders
- Follow-up messages
- Billing inquiries
- Staff communications

### Message Frequency

Message frequency may vary depending on the nature and urgency of communication.

### Potential Fees

Standard message and data rates may apply based on your mobile carrier's pricing plan.

### Opt-In Methods

- By submitting an online form: <https://www.treetopcenter.org/contact-us/>
- By giving verbal consent when contacted by Treetop staff

### Opt-Out Instructions

To opt out at any time, reply "STOP" to any SMS message.

### Help & Support

If you're experiencing issues with our messaging program:

- Reply "HELP" via SMS
- Visit our Contact Us page: <https://www.treetopcenter.org/contact-us/>
- Email us at [info@treetopcenter.org](mailto:info@treetopcenter.org)

### Standard Messaging Disclosures

- Message and data rates may apply.

- You can opt out at any time by texting “STOP”.
- For help, text “HELP” or visit our Privacy Policy page:  
<https://www.treetopcenter.org/contact-us/>
- Message frequency may vary.