



SMS Privacy Policy

Family Enrichment Network, Inc. (FEN) respects your privacy and is committed to protecting your personal information. This policy explains how we collect, use, and safeguard information related to our SMS (text messaging) communications.

Information We Collect

When you opt in to receive text messages from FEN we may collect:

- Your name
- Your mobile phone number
- Communication preferences
- Message interaction history (such as delivery confirmations and opt-out requests)

We do not collect sensitive personal information through SMS, such as Social Security numbers, medical information, or financial account details.

How We Use Your Information

We use SMS messaging solely for service-related purposes, including:

- Appointment reminders
- Program updates
- Resource and referral notifications
- Documentation and deadline reminders
- Emergency or time-sensitive alerts

We do not use SMS for marketing, fundraising, or advertising.

Consent

You will only receive SMS messages if you have provided explicit consent through verbal, written, or electronic authorization. Consent is voluntary and not required to receive services. You may withdraw consent at any time by replying STOP.

Data Sharing

We do not sell, rent, or share your mobile number or SMS data with third parties for marketing purposes. Information may only be shared with trusted service providers for the sole purpose of delivering messages.

Data Security

We take reasonable administrative and technical measures to protect your information from unauthorized access, use, or disclosure.

Message Frequency

Message frequency varies based on your level of service engagement and program needs.

Opt-Out and Help

You may opt out of SMS at any time by replying STOP. For help, reply HELP or contact us at (607) 723-8313.

Policy Updates

This policy may be updated periodically. Any material changes will be communicated through our website or other official channels.

1.23.2026