

# WEBSITE TERMS OF SERVICE

*Effective Date: 1/1/2026*

Everyone Matters Ministries (“EMM,” “we,” “our,” “us”)

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## 1. Acceptance of Terms

By accessing our website, completing an application, communicating with us, or participating in our programs, you agree to these Terms of Service (“Terms”).

If you do not agree, do not use our website, services, or SMS communication tools.

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## 2. Eligibility for Services

Our services are intended for individuals participating in transitional housing, coaching, and resource support programs operated by EMM.

Eligibility is determined through our intake process, documentation, and program requirements.

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## 3. Program Participation Requirements

By participating in EMM programs, you agree to:

- provide accurate and truthful information
- communicate respectfully with staff and other participants
- follow program guidelines, expectations, safety rules, and housing requirements
- maintain scheduled appointments or notify staff if changes are needed
- comply with RV/property rules (where applicable)
- uphold community standards of behavior

Failure to follow program expectations may result in program restrictions or discontinuation of services.

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## 4. SMS Communication Terms

### 4.1 Opt-In

By submitting our application, signing our Program Agreement, or texting START to our number, you consent to receive SMS messages from EMM related to:

- appointments
- program announcements
- housing updates
- support resources
- urgent notifications
- case management communication

## **4.2 Opt-Out**

You may opt out at any time by replying:

**STOP**

To resume receiving messages, reply:

**START**

To request assistance, reply:

**HELP**

## **4.3 Message Frequency & Costs**

Message frequency varies depending on your program participation. Standard messaging and data rates may apply based on your mobile carrier.

## **4.4 Accuracy**

You agree to provide a valid mobile number that you personally own or control.

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# **5. Privacy & Data Protection (California-Compliant)**

## **5.1 Data Collected**

We may collect:

- personal identifying information
- contact details
- intake and program information
- documentation such as ID, birth certificates, income verification
- case notes
- communications via SMS, email, or phone

Some data may be considered “personal information” under California law.

## 5.2 Purpose of Collection

Data is used for program administration, eligibility verification, communication, safety, and operations.

## 5.3 Your California Privacy Rights

Even though nonprofits are *exempt* from CCPA/CPRA, EMM **voluntarily extends the following rights** to California residents:

You may request:

- to know what data we have about you
- to access or receive a copy of your data
- to correct inaccurate information
- to request deletion of data (when legally permissible)
- to understand how your information is used

We will not discriminate against you for exercising these rights.

Requests may be submitted to:  
**info@everyonemattersministries.com**

## 5.4 Data Security

We use encryption, secure systems, and restricted access to protect personal information.

## 5.5 Data Retention

Records are maintained only for as long as required for legal, ethical, or operational purposes.

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# 6. Website Use Terms

## 6.1 Acceptable Use

You agree not to:

- misuse our website
- attempt to access unauthorized systems
- upload harmful or abusive content
- engage in fraudulent or misleading behavior
- attempt to compromise cybersecurity

## 6.2 Accuracy of Content

Our website may contain general information. We do not guarantee that all content is error-free.

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## 7. Disclaimers

### 7.1 No Legal, Medical, or Financial Advice

EMM provides support resources but **does not provide professional legal, medical, or financial advice.**

### 7.2 No Guaranteed Outcomes

Participation in EMM programs does not guarantee housing, employment, or financial assistance.

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## 8. Limitation of Liability (California-Compliant)

To the extent allowed under California law, you agree that EMM, its staff, volunteers, and affiliates shall not be liable for:

- indirect, incidental, or consequential damages
- data loss
- delays or failures in communication
- errors arising from SMS carriers or third-party technology

Your sole remedy for dissatisfaction with our services is to discontinue using them.

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## 9. Third-Party Services

We use certain third-party tools and service providers (such as SMS platforms and secure data systems) to deliver our services.

We do not control how those vendors operate but select them carefully with security in mind.

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## 10. Termination of Services

EMM may suspend or discontinue services if:

- program guidelines are violated
- communication becomes unsafe or threatening
- fraudulent information is provided
- required documentation is withheld
- behavior jeopardizes staff or participant safety

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## 11. Changes to Terms

We may update these Terms periodically. Updated versions will be posted on our website with a revised "Effective Date."

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## 12. Contact Information

For questions about these Terms, contact:

Everyone Matters Ministries

Email: [info@everyonemattersministries.com](mailto:info@everyonemattersministries.com)

Phone: **916-209-0287**