



Rooted in Community

Rooted in Community Privacy & Communication Policy

Rooted in Community is committed to protecting the privacy of the children, families, and caregivers we serve. This policy explains what information we collect, how we use it, and how we keep it safe.

Information We Collect

- **Contact Information:** Name, phone number, email address, and mailing address provided by clients and caregivers during the contracting and intake process. This information may be gathered verbally over the phone, whenever someone contacts our official line, or in person at our physical location.
- **Service Information:** Case notes, service agreements, and other relevant details necessary for providing child welfare and foster care services.

Data Retention

- We retain your information as long as you are subscribed to our SMS service and as necessary to provide contracted services. You may request deletion of your information at any time.

How We Use Information

- **Service Coordination:** We use client contact information to communicate about contracted services, appointments, documentation needs, and other service-related matters.
- **Customer Assistance:** Data is also used to address customer assistance needs or inquiries.
- **Text Messaging:** Text communication is only used with clients who have contracted services with Rooted in Community. Messages are strictly for ensuring smooth delivery of services, scheduling, customer service and providing important updates.
- **Internal Use Only:** Information is used solely by Rooted in Community staff to carry out contracted responsibilities.

Messaging Terms and Conditions:

- By providing your phone number and agreeing to receive texts, you consent to receive text messages from Rooted in Community LLC, from 231-299-0075 regarding customer care. Consent is not a condition of purchase. Message frequency may vary and will not exceed 5 messages per week. Messages are recurring and based on communication needs.
- Message & data rates may apply. Your mobile carrier may charge fees for sending or receiving text messages, especially if you do not have an unlimited texting or data plan.
- You can opt out of SMS communications at any time by:
 - Replying STOP or CANCEL to any message,
 - Emailing or calling us at 231-299-0075 or SGilbert@rootedmi.org
 - Or informing your assigned worker if you no longer wish to receive messages.
- After unsubscribing, you will receive a final SMS to confirm you have unsubscribed and we will remove your number from our list within 24 hours.
- You can reply HELP for assistance, and you will receive a message including our phone number, email address, and website for further support.
- Mobile opt-in and consent information is never shared with third parties.
- Messages will contain information regarding services and scheduling but no personal identifying information will be shared.

Sharing of Information

- **No Third-Party Sharing:** We do not sell, trade, or otherwise share client information with third parties. Customer data is not shared with 3rd parties for promotional or marketing purposes.
- **Required Disclosures:** Information may be shared only if required by law or state/federal child welfare regulations.

Client Rights

- **Access:** Clients may request access to the personal information we have on file.
- **Correction:** Clients may request corrections to inaccurate or outdated information.
- **Opt-Out:** Clients who no longer wish to receive text messages can inform their assigned workers and will be removed from non-mandatory communication lists.

Data Security

Rooted in Community maintains safeguards to protect client information, including secure electronic record-keeping and restricted staff access.

If you have any questions or need support, please contact Rooted in Community at 231-299-0075 or SGilbert@rootedmi.org.