



Homeless Prevention Council Privacy Policy

Effective Date: 04/30/2024

This Privacy Policy explains how the Homeless Prevention Council (HPC) Mobile Youth Outreach Program collects, uses, and discloses personal information about our participants, potential participants, and visitors to our text line (833-474-0758) and website at <https://www.hpccapecod.org/mobileoutreach>.

Collection of Personal Information

Information connected directly from you: We may collect personal information directly from you through our text line, during initial contact or ongoing conversations, to determine eligibility, schedule phone or in-person intakes, and provide follow up support. Personal information we collect directly from you may include first and last name, address, email address, and phone number.

Information collected from your device: Our website may use technologies such as cookies, web beacons, pixels, and other similar technologies to automatically collect certain information from your device including, for example, your IP address, date and time of your visit, browser and operating system information, referring website address, and other information about how you interact with the website.

Information collected from our partners: We may collect personal information about you from our third-party partners and combine it with other information that we collect. Personal information we collect from our partners may include, for example, your first and last name, phone number, and geographic location.

Use of Personal Information

We may use information collected about you for any lawful purpose, including the following:

- To provide confidential and flexible outreach support, including any relevant intake and scheduling request.
- To provide our website, local resources, and hours of operation to you.
- To send follow up messages for re-engagement in services or reminders to respond, unless you reply "STOP" to opt out.
- To comply with the law and to maintain the security of our website; or
- With your consent, or as otherwise disclosed at the time information is collected.

Disclosure of Personal Information

We may share the information we collect with other parties, including the following:

- With Textline, a third-party service provider, to assist us with making the text line accessible to potential participants to contact and inquire about supportive services offered by the Homeless Prevention Council.
- If necessary to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights or the rights of third parties, or to protect the safety or security of any person or entity.
- If necessary, when a medical emergency occurs, and you are demonstrating a risk to yourself or others.
- With your consent or as otherwise disclosed at the time of data collection or sharing.

We may share information that has been de-identified or aggregated without limitation. However, no identifying information will be shared without prior consent from program participants to ensure confidentiality is maintained.

Our website may offer interactive features, such as the ability to request outreach services. If you disclose information in one of these forums, this information can be viewed, collected, and used by only HPC program staff.

Text Communications

If you wish to stop receiving text messages from us at any time, reply STOP.

Your Rights and Choices

You have rights regarding the personal information we maintain about you. We also offer you choices about what personal information we collect from you, how we use that information, and how we communicate with you.

You have the right to:

- Limit the sharing of your information with third parties.
- Obtain confirmation that we hold personal information about you;
- Request access to and receive information about the personal information we maintain about you;
- Receive copies of the personal information we maintain about you;
- Update and correct inaccuracies in your personal information;
- Have the processing of your personal information restricted or object to the processing of your personal information; and
- Have the information blocked or deleted, as appropriate.

In the event you request the processing of your information be restricted or deleted, it could impact our ability to provide services. However, potential program participants may be able to access services without the Textline by calling the office directly at 508-255-9667 or emailing info@hpccapecod.org.

To exercise these rights, please contact us as set forth below. You may withdraw any consent you previously provided to us. We will apply your choices going forward.

Information Security

We are committed to ensuring the privacy of your personal information and have established safeguards to help protect such information. For example, to protect your privacy, HPC uses passwords to help verify authorized user identity before granting access anywhere your personal information is stored. Though we strive to ensure the security of your information on our systems, no security measures are perfect or impenetrable and data transmission over the internet cannot be guaranteed to be 100% secure.

Changes To Privacy Policy

From time to time, HPC may revise its Privacy Policy to address changing technology, security measures and website functionality. Please make sure to review this policy frequently.

How To Contact Us

If you have any questions or comments about this Privacy Policy or our privacy practices, or if you would like us to update information or preferences you provided to us, please contact us at info@hpccapecod.org, or by postal mail at:

The Homeless Prevention Council
8 Main Street | P.O. Box 828
Orleans, MA 02653