

SMS Privacy Assurance:

Privacy Policy: The Yakima Housing Authority is committed to safeguarding the privacy of our clients. The following outlines our policy regarding the collection and use of cell phone information:

1. Information Sharing:

The Yakima Housing Authority ensures that no cell phone information provided by clients will be shared with third parties or affiliates for marketing or promotional purposes.

No Commercial Use: Clients' phone numbers and SMS conversations will not be used for commercial purposes or shared with third parties for marketing.

2. Purpose of SMS Messaging

Client Communication: SMS messaging is used for official YHA communications. This includes but is not limited to YHA business, announcements, event reminders, and community updates.

3. Consent and Opt-In

Automatic Opt-In: Clients providing their cell phone numbers to YHA for official communication purposes will be automatically opted into receiving SMS messages from YHA staff.

Opt-Out: Clients have the right to opt-out of receiving SMS messages by replying "STOP".

4. Compliance with Laws

Legal Requirements: PHA complies with all applicable federal, state, and local laws and regulations related to SMS messaging and client privacy.

5. Changes to Privacy Policy:

YHA reserves the right to update this SMS Messaging Privacy Policy to reflect changes in legal requirements or our privacy practices. Clients will be notified of any material changes.

6. Contact Information

For questions, concerns, or requests regarding SMS messaging privacy matters, Disclaimer or Privacy Policy clients can contact YHA:

Email: info@yakimahousing.org or Phone: 509-453-3106

Yakima Housing Authority SMS Messaging Policy

1. Purpose

The purpose of this SMS messaging policy is to establish guidelines for the appropriate use of Short Message Service (SMS) for communication within the Yakima Housing Authority (YHA). This policy aims to ensure efficient and secure communication while maintaining client privacy and compliance with applicable regulations.

2. Scope

This policy applies to all YHA staff members who use SMS messaging as part of their official duties. It also outlines guidelines for client communication through SMS.

3. Authorized Use

YHA Business Purposes: SMS messaging should only be used for official YHA business communications. Personal use is discouraged.

Client Notifications: SMS may be used to communicate important information to clients, such as maintenance updates, event reminders, or policy changes.

4. Client Consent

Automatic Opt-In: Clients providing their cell phone numbers to YHA for official communication purposes will be automatically opted into receiving SMS notifications. An initial confirmation message will be sent to inform clients of their automatic opt-in status and provide an option to opt-out if they choose.

Opt-Out: Clients have the right to opt-out of receiving SMS notifications at any time. Opt-out instructions will be clearly communicated via SMS message, and residents who choose to opt-out will be promptly removed from the SMS messaging list.

Contact Information Accuracy: YHA staff should regularly verify and update resident contact information to ensure accurate and current SMS communications.

5. Message Content

Professional Tone: All SMS messages should be written in a professional and respectful tone.

Clear and Concise: Messages should be clear, concise, and relevant to the recipient. Avoid unnecessary jargon.

6. Privacy and Security

Confidential Information: Avoid sending sensitive or confidential information via SMS. If necessary, use secure communication channels.

7. Compliance with Regulations

Fair Housing Laws: SMS communications must comply with fair housing laws and regulations. Avoid any language or content that may be perceived as discriminatory.

8. Monitoring and Enforcement

Monitoring: The YHA reserves the right to monitor SMS communications for compliance with this policy.

Consequences of Violation: Violation of this policy may result in disciplinary action, including but not limited to verbal or written warnings, suspension, or termination.

9. Review and Updates

Regular Review: This policy will be reviewed regularly to ensure its relevance and effectiveness.

Updates: Any updates or changes to the policy will be communicated to staff and clients in a timely manner.

By adhering to this SMS messaging policy, YHA aims to facilitate effective communication while protecting the privacy and rights of both staff and clients.