

SMS Privacy Policy

GOODWILL INDUSTRIES OF NORTH FLORIDA is committed to protecting your privacy. This SMS Privacy Policy (the “Policy”) governs how we treat the Personal Information that we collect and receive from you in connection with your use of SMS Services (“Service”). This Policy is incorporated into the Terms of Service.

By using the Service, you agree to the terms within this Policy. GOODWILL INDUSTRIES OF NORTH FLORIDA reserves the right, in its sole discretion, to modify or change this Policy at any time with or without prior notice to you. The date of the last update will be posted at the top of this Policy for your convenience. This Policy, and any changes, are effective as soon as posted. Your continued use of the Service following the posting of any changes to the Policy constitutes your full acceptance of those changes.

“Personal Information” is information that individually identifies you, such as your mobile phone number or user/screen name, as well as any Personal Information that you choose to include in messages you send through the Service.

What Personal Information is collected about you

Through the use of the Service, GOODWILL INDUSTRIES OF NORTH FLORIDA will receive the following information: your mobile phone number when you send a text message to us, the text of messages that you send to other users of the Service, any user, or screen name, personal name, or information that you include or select in connection with the Service, as well as any comments or feedback regarding the Service that you send to us.

How GOODWILL INDUSTRIES OF NORTH FLORIDA uses Personal Information about you

We use Personal Information to (a) provide you with the Service, (b) process and respond to inquiries, (c) improve the Service, (d) if necessary, contact you with important announcements or messages, and (e) conduct anonymous analysis for internal use only.

Each message that you send through the Service (either to us or to other users of the Service) is retained on our servers and/or servers and services owned by third parties exclusively dedicated to supporting the Service.

Disclosure of your information

We will not rent or sell your Personal Information to other companies or individuals unless we have your consent. We may use or disclose such information in any of the following limited circumstances:

1. We have your consent.
2. We need to enforce our Terms of Service.
3. We provide such information to trusted businesses or people for the sole purpose of processing Personal Information on our behalf. When this is done, it is subject to agreements that oblige those parties to process such information only on our instructions and in compliance with this Policy and appropriate confidentiality and security measures. If the third party fails to comply with our terms, GOODWILL INDUSTRIES OF NORTH FLORIDA is not accountable in any way for any liability or reimbursement.

4. We provide such information to third parties who have entered into non-disclosure agreements with us. We provide such information to a company controlled by, or under common control with, GOODWILL INDUSTRIES OF NORTH FLORIDA for any purpose permitted by this Policy. We may respond to subpoenas, court orders, or legal processes, or to establish or exercise our legal rights, or the legal rights of others, or defend against legal claims.
5. We believe it is necessary to share Personal Information to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of GOODWILL INDUSTRIES OF NORTH FLORIDA's Terms of Service, or as otherwise required by law.

Security

GOODWILL INDUSTRIES OF NORTH FLORIDA takes precautions to ensure the security of your Personal Information, including ensuring that our internal and third-party service providers protect the security of your Personal Information. However, we cannot guarantee that hackers or unauthorized personnel will not gain access to your Personal Information despite our efforts. You should note that in using the Service, your information will travel through third-party infrastructures which are not under our control such as a third-party SMS delivery platform or your carrier network. We cannot protect, nor does this Policy apply to, any information that you transmit to other users. You should never transmit personal or identifying information to other users.

Additional Support, Questions, or Concerns?

If you have any additional questions regarding this Policy, please feel free to contact us any time by replying to any Service SMS message with the text "HELP" or calling 904-384-1361.