

Privacy Policy

SMS/Text Messaging Privacy Policy

Last Updated: September 30, 2026

Familylinks respects your privacy and will treat all information provided through this site with the utmost respect and confidentiality.

Familylinks works diligently to ensure it has taken all appropriate administrative and technical measures to prevent unauthorized or unlawful use of your personally identifiable information and to prevent any accidental loss or destruction of such information.

Familylinks will not sell or willfully disclose personally identifiable information about you to unaffiliated third parties, other than as outlined in this Privacy Policy.

While **Familylinks** is committed to protecting your personal information, no data transmission through this website or the Internet can be guaranteed to be 100% secure. Any information sent by email or through this website should not be considered secure and is provided by you on a non-confidential basis. The transmission of information sent over the Internet is at your own risk. To provide information on a confidential basis, please communicate with **Familylinks** in person or via telephone by calling **(866) 583-6003**.

Collection of Information

Personal information may be collected through this website in these ways:

- Information Supplied by Users: **Familylinks** may ask you to provide certain information about yourself, including your name, contact information, gender, age, legal interests, and other details that may be used to identify you.
- Information from SMS Messages: SMS opt-in or phone numbers for the purpose of SMS are not being shared with any third party and affiliate company for marketing

purposes.

- Information from Web Server Logs: Certain information about visitors is collected from our web server logs, such as your IP address, the URLs of the websites and pages you visit (before, during, and after your visit to this website), the times and dates of such visits, information about the computer hardware and software you use, and other related data.
- Information from Cookies: To offer and provide you with personalized services, the firm may use cookies to store and help track your information. You may adjust your browser settings or use other means to prevent cookies from being placed on your computer, but doing so may result in reduced functionality and a less personalized browsing experience.

Use of Information

Familylinks will never disclose any individually identifiable information about you to any unaffiliated third party without first receiving your permission. SMS consent is not shared with third parties for marketing purposes.

From time to time, **Familylinks** may disclose information about you to carefully selected service providers that the firm may engage to host this website or provide other services. **Familylinks** will require all such service providers to use the information solely to provide the specified services and otherwise conform to the requirements of this Privacy Policy.

Information collected may be used to:

- Keep you informed about events and selected services that may be of interest to you.
- Communicate with you regarding legal inquiries and service-related messages.
- Send SMS notifications regarding appointments, case updates, and firm-related information, with your explicit consent.
- Comply with legal and regulatory obligations.

SMS Terms and Conditions

SMS For Consent Communication

The Phone Numbers obtained as part of the SMS consent process will not be shared with third parties for marketing purposes.

Types of SMS Communications. If you have consented to receive text messages from **Familylinks**, you may receive text messages related to: appointment reminders, communication, meetings, and follow-up on cases.

For Example: Hello, thank you for contacting Familylinks, how can we help you? Reply STOP to opt-out at any time. Message and data rates may apply, for assistance, text HELP or visit our website www.familylinks.org .

Message Frequency: Our SMS message frequency will be from 50 to 1000 text messages daily across all users.

Potential Fees for SMS Messaging: Many carriers charge a fee for each message sent or received. This can vary depending on the carrier's pricing structure and whether the message is sent domestically or internationally.

Opt-In Method: Customer will Opt-In for SMS messaging from **Familylinks** through intake forms on their website located at www.familylinks.org , this agreement for SMS will not be shared with **third parties** for marketing purposes.

Opt-out: Customer will be able to opt out of SMS messaging from **Familylinks**, by replying STOP at any time to any received SMS message, once opted-out they will receive no further SMS communication. They can opt back in at any time by replying START.

Visit <https://familylinks.org/assets/sms-text-messaging-privacy-policy.pdf> for privacy policy and <https://familylinks.org/assets/sms-text-messaging-privacy-policy.pdf> for Terms of Service.

Data Security

We implement industry-standard security measures to protect your personal data from unauthorized access, disclosure, or misuse. While we strive to use commercially acceptable means to protect your personal information, no method of transmission over the Internet or method of electronic storage is 100% secure.

Your Rights & Choices

You have the right to:

- Request access to or deletion of your personal data.
- Opt out of marketing communications at any time.
- Update or correct your personal information.

To exercise these rights, please contact us using the details provided below.

Familylinks does not invite confidential communication through this website or by email. The information you send is not encrypted and may possibly be seen by others. If you send information by email or through this website, you accept the risk of a possible lack of confidentiality. To keep your inquiry confidential, please contact **Familylinks** in person or by calling **(866) 583-6003**.

8. Contact Us

(866) 583-6003