

Text Messaging Privacy Policy

Approved by Board of Directors: January 21, 2026

1. Purpose

This policy outlines how Legal Aid of Western Michigan (Legal Aid) collects, uses, and protects information provided by individuals who opt into text messaging with Legal Aid.

2. Opt-In and Opt-Out

Signing up for text messaging with Legal Aid is optional. By providing your mobile number and opting into text messaging with Legal Aid, you expressly consent to receive text messages from Legal Aid, including automated text messages that include feedback surveys.

To stop receiving text messages, reply STOP to any text message (a confirmation message will be sent), or contact Legal Aid directly. For help, text HELP.

3. Service Availability and Limitations

Message and data rates may apply. Legal Aid does not guarantee the availability or performance of the text message service and cannot control any transmission delays and message failures that may occur. Message frequency varies. Legal Aid may modify or stop text message services, with or without notice.

4. Information Legal Aid of Western Michigan Collects

- When you opt into text messaging with Legal Aid, Legal Aid may collect the following information:
 - Full name
 - Mobile phone number
 - Consent status (opt-in/opt-out)
 - Communication preferences
 - Content of text messages

5. How Legal Aid of Western Michigan Uses Your Information

Legal Aid uses your information solely to:

- Send legal updates, appointment reminders, and case-related communications
- Comply with grant and legal obligations
- Send feedback surveys
- Respond to inquiries or requests from you

Legal Aid does not use text messages for promotional or marketing purposes.

6. Data Sharing and Disclosure

Legal Aid does not sell or share your personal information or information obtained for text messaging consent with third parties for marketing purposes.

Legal Aid will not disclose confidential information about you or your case except as permitted under the [Michigan Rules of Professional Conduct](#). Sometimes Legal Aid must give the names of clients to government agencies that pay for the Legal Aid services and may use a third-party researcher to send a survey about your experience with Legal Aid.

7. Data Security

Legal Aid uses secure third-party messaging platforms to send and receive text messages. These providers process message content to deliver services. Legal Aid takes reasonable steps to protect your information, but no system can be guaranteed to be completely secure.

8. Updates, Corrections, and Deletion of Information

You may request updates, corrections, or deletion of your information by contacting Legal Aid. However, note that Legal Aid may retain certain information as required by law or for business purposes.

9. Changes to This Policy

Legal Aid may update this Text Message Privacy Policy from time to time. Any changes will be posted on our website with the updated effective date.

10. Contact Us

To contact Legal Aid about this policy, please complete this [Text Messaging Privacy Policy Contact Form on our website](#) or write us at:

Legal Aid of Western Michigan
ATTN: Director of Program Operations
25 Division Ave S Ste 300
Grand Rapids MI 49503