



AltaCair Foundation Messaging Privacy Policy

Messaging Privacy Policy

AltaCair Foundation

Last Updated: September 23, 2026

Overview

At AltaCair Foundation, we respect your privacy and are committed to protecting the personal information you share with us. This Messaging Privacy Policy explains how we collect, use, store, and protect your data in connection with our messaging services.

By providing your phone number and opting in to receive text messages from AltaCair Foundation, you agree to the terms of this policy.

Information We Collect

For the purpose of operating our messaging program, we may collect and store the following information:

- Name
- Phone number
- Content of messages you exchange with our organization
- Engagement data, including message responses, delivery status, failures, and date/time stamps
- Opt-in and opt-out records, including the date, time, and method of consent

How We Use Your Information

We use your contact information and related data to deliver accurate, timely, and personalized communications tied to your care and our services. Specifically, your information may be used to:

- Send event reminders and scheduling updates
- Deliver personalized outreach related to your event and program participation interest
- Respond to your inbound messages and route you to the appropriate next step
- Communicate service updates and relevant health information

When you respond to a message, we use the body of the message to route you to the next best action. Responses may be categorized into types such as: Opt Out, Opt In, Help, and Yes/No confirmations.

How We Share Your Information

Your data is used solely for communication between our organization and you as a community member. We do not sell, trade, or rent your personal information.



We process and protect your data in accordance with applicable laws.

Mobile information and opt-in consent information will not be shared with any third parties or affiliates for marketing or promotional purposes.

First-Time Enrollment and Opt-In Consent

Why am I receiving messages?

By providing your phone number during your new or existing patient registration process with our organization, you agree to be contacted by text message about your healthcare, appointments, and other related care information. Your consent to receive text messages is not a condition of receiving care.

Opt-Out Instructions

How to stop receiving messages:

You may opt out of our messaging program at any time by texting the word STOP to the number from which you received our message. Upon receiving your opt-out request, you will receive a final confirmation message with instructions on how to opt back in if the action was performed in error.

Please note that opting out will remove you from all messaging, including event reminders. Our staff may not make direct phone calls in lieu of automated appointment reminders. Opting out will not impact the clinical care you receive at our organization.

Opting Back In

If you opted out in error or would like to resume receiving messages, you may opt back in at any time by texting START from the phone number that previously opted out.

Data Protection

We take the security of your personal information seriously. Your data is protected using appropriate administrative, technical, and physical safeguards consistent with applicable laws. Your information is stored only for as long as necessary to fulfill the purposes described in this policy or as required by applicable laws.



Changes to This Policy

This policy may be updated periodically to reflect changes in our practices, technology, or legal requirements. When changes are made, the updated policy will be posted on our website with a revised effective date. We encourage you to review this policy regularly.

Contact Us

If you have questions or concerns about this Patient Messaging Privacy Policy, please contact us:

Altacair Foundation

- Address: 135 Paseo del Prado, Suite 41 Edinburg, TX 78539
- Phone: 956-935-6667
- Email: info@altacairfoundation.org
- Website: altacairfoundation.org