



Altacair Foundation Messaging Terms and Conditions

Messaging Terms and Conditions

AltaCair Foundation

Last Updated: September 23, 2026

Program Information

AltaCair Foundation Messaging Program Information:

AltaCair Foundation operates a messaging program to communicate with community members about event reminders, personalized health outreach, and related care coordination. Messages are sent through our engagement platform, CareMessage, and are intended to support your health and wellness journey. These Messaging Terms and Conditions apply specifically to our Messaging Program. By providing your phone number and opting in to receive text messages from AltaCair Foundation, you agree to these Messaging Terms and Conditions.

Consent to Receive Messages

By providing your phone number and opting in to our Messaging Program — either through registration, a web form, or by texting a keyword to our number — you consent to receive recurring automated text messages from AltaCair Foundation. Consent is not a condition to receive care or services. You are responsible for providing and maintaining an accurate phone number for our Messaging Program, including notifying AltaCair Foundation of any changes to your phone number. You represent that you are authorized to receive messages at the phone number provided to AltaCair Foundation in connection with our Messaging Program.

Message Types and Frequency

You may receive one or more of the following message types:

- **Event Reminders** — Sent when you have upcoming appointments. No more than three reminders per appointment.
- **Personalized 1-to-1 Messaging** — Sent in response to individual requests (e.g., Resource navigation) or as follow-up regarding health data. Message volume varies based on your interaction.
- **Reminders & Outreach** — Personalized reminders for events and programs. Typically, no more than five messages per event per month; frequency may vary based on your responsiveness.



Message frequency may vary. Recurring messages may be sent based on your availability, event, and program participation.

Message and Data Rates

Message and data rates may apply. You are not charged by AltaCair Foundation to receive text messages; however, message and data rates from your mobile carrier may apply.

Contact your carrier for details about your messaging plan. You are solely responsible for any fee, cost, or expense that you incur to receive text messages from Altacair Foundation.

Opt-Out Instructions

To stop receiving messages, reply STOP to the number from which you received our message.

Upon our receipt of your opt-out request, you will receive a final confirmation text with instructions on how to opt back in if the action was performed in error. To opt back in to resume receiving messages, reply **START** from the number that opted out. Opting out removes you from all communications from our Messaging Program, including Event reminders. Our staff may not make direct phone calls in lieu of automated event reminders. Opting out will not affect your ability to participate in Health Resource Fairs but may limit your ability to participate in other programming.

Help and Customer Support

For help, reply HELP to the number from which you received our message , or contact us directly at the following:

Phone: 956-935-6667

Email: info@altacairfoundation.org

Website: altacairfoundation.org

Do not use text messaging to request urgent care, report urgent symptoms, or send information that requires an immediate response. Replies other than STOP, START, HELP, or other supported keywords may not be reviewed by us. Text messages are not monitored in real time and should not be used for emergencies, urgent medical concerns, or other time-sensitive matters. If you are experiencing a



medical emergency, call 911 or go to the nearest emergency room. If you have an urgent concern that is not a medical emergency, please contact AltaCair Foundation directly using the phone number listed above.

Privacy

Your privacy is important to us. Your personal information, including your phone number and messaging opt-in data, is used solely to operate this Messaging Program.

Mobile information and opt-in consent will not be shared with third parties or affiliates for

marketing or promotional purposes. For full details on how your information is collected, used, and protected, please review our Messaging Privacy Policy at: [Messaging Privacy Policy \(PDF\)](#).

Carrier Disclaimer

While AltaCair Foundation makes every effort to deliver messages in a timely manner, delivery is not guaranteed. To deliver text messages to you, we rely on third-party messaging providers and mobile carriers (e.g., AT&T, T-Mobile, Verizon). We are not liable to you or any other person for any services provided by such third-party messaging providers and mobile carriers.

Carriers are not liable for any delayed or undelivered messages.

Changes to These Terms

We may update these Messaging Terms and Conditions periodically, including to reflect changes in our practices, technology, or legal requirements. Any changes will be posted on our website with a revised effective date. Continued participation in our Messaging Program following any updates constitutes acceptance of the revised terms.

Governing Law

These Messaging Terms and Conditions are governed by the laws of the State of Texas consistent with applicable federal law.

Contact Us

If you have questions or concerns about these Messaging Terms and Conditions, please contact us at the following:

AltaCair Foundation

- Address: 135 Paseo del Prado, Suite 41 Edinburg, TX 78539



- Phone: 956-935-6667
- Email: info@altacairfoundation.org
- Website: AltaCairFoundation.org