



1. Audience

This policy applies to all individuals who receive services with South Central Los Angeles Regional Center and who communicate via text message with any SCLARC personnel.

2. Purpose of this policy

We respect your privacy and take the protection of personal information very seriously. The purpose of this policy is to describe the way we collect, store, use and protect information that can be associated with a specific natural or juristic person and can be used to identify that person ("personal information").

Personal information collected:

- Name of the parent / caregiver
- Name of the individual served
- Phone number
- Email

3. Acceptance of terms

You must accept all the terms of this policy when you communicate with any SCLARC personnel via text message. If you do not agree with all the terms of this policy, then you may not communicate with your SCLARC Service Coordinator or any other personnel via text message. By accepting this policy, you are deemed to have read, understood, accepted, and agreed to be bound by all its terms.

4. Changes

We may change the terms of this policy at any time. We will notify you of any changes by placing an updated notice in a prominent place on the SCLARC website at www.sclarc.org/privacy-policy.php if you do not agree with the change you must stop using the services. If you continue to use the services following notification of a change to the terms, the changed terms will apply to you and you will be deemed to have accepted such terms.

5. Collection

5.1 On receiving services with SCLARC. Once an application has been submitted for an intake assessment, your information will be collected for an evaluation and possibly for ongoing case management purposes. Our SCLARC personnel will collect among other information not listed below the following:

This personal information will include:

- Name of the parent / caregiver
- Name of the individual served

- Phone number
- Email

5.2 **Purpose for collection.** We may use your information to communicate with you via text message, email, or phone number.

6. Consent to collection

We will obtain your consent to collect personal information:

- In accordance with applicable law; and
- At the time you provide us with any information during your intake appointment.

7. Use

7.1 **Messages and updates.** We may send administrative messages and email updates to you regarding your case related to SCLARC as well as agency wide updates.

8. Disclosure

8.1 **Sharing.**

- We do not share your personal information with 3rd parties.

8.2 **Law enforcement.** We may disclose personal information if required:

- by a subpoena or court order;
- to comply with any law;

8.3 **No selling.** We will not sell personal information. No personal information will be disclosed to anyone except as provided in this privacy policy.

8.4 **Employees.** We may need to disclose personal information to our employees that require the personal information to do their jobs.

9. Security of personal information

We protect your personal information using computer safeguards such as firewalls and data encryption to protect personal information, and we authorize access to personal information only for those employees who require it to fulfil their job responsibilities.

10. Retention of personal information

We will only retain your personal information for as long as you have an open case with SCLARC.

11. Updating or removing

You may choose to correct or update the personal information you have submitted to us, by contacting your Service Coordinator.

12. Inquiries

If you have any questions or concerns arising from this privacy policy or the way in which we handle personal information, please contact us.

13. Terms of Service for SMS

Consent for SMS Communication

*Information obtained as part of the SMS consent process will not be shared with third parties.

Types of SMS Communications

If you have consented to receive text messages from South Central Los Angeles Regional Center, you may receive text messages related to:

Appointments – reminders of when you have an appointment with your Service Coordinator, Intake Service Coordinator, Psychological Evaluation, Assessment or your Transition Meeting.

Trainings – Reminders of when you registered for a training and the date / time taking place.

Case Information – Information or updates about your child's services with SCLARC.

**Standard Messaging Disclosures*

Message and data rates may apply.

Messaging frequency may vary.

You can opt-out at any time by texting "STOP."

For assistance, text "HELP" or visit [Privacy Policy – SCLARC's Community & SCLARC](#)