SMS POLICY

Your privacy is important to Rental Assistance Corporation of Buffalo ("RACB", "us", "we", or "our"). Use of RACB text message-based services (the "Service") is subject to the following Policy and procedures. Please review carefully.

Message and data rates may apply for any messages sent to you from us and to us from you. RACB is not liable for the cost of any such messages. If you have any questions about your messaging and/or data plan, it is best to contact your wireless provider.

By opting into the Service, you consent to receive messaging alerts using an automatic telephone dialing system or device, or any other computer assisted technology as applicable, and understand that you are not required to opt-in as a condition to receive program offerings and services.

By opting into the Service, you understand that anyone with access to your messaging information may be able to view the messages you send and receive when using the Service, and you agree that RACB will not be liable to you if this occurs.

By signing up, you are confirming you are 18 years of age or older.

STOP Information

You can cancel the Service at any time. Message STOP to 716-370-2703 to unsubscribe from the Service. After you send the message "STOP" to us, we will send you a message to confirm that you have been unsubscribed. After this, you will no longer receive messages from RACB. You can also cancel the service by contacting admin@racbny.org. IF you want to join again, you may opt-in again at any time, and we will start sending messages to you again.

HELP Information

For additional information, text HELP to 716-370-2703 or contact admin@racbny.org. After you send the message "HELP" to us, we will respond with instructions on how to use our service as well as how to unsubscribe.

Privacy Policy

We take your privacy seriously. We will never disclose any personal information such as Phone numbers and SMS consent with any third parties for marketing purposes.

Terms and Conditions

1- **SMS Consent Communication:**
The information (Phone Numbers) obtained as part of the SMS consent process will not be shared with third parties for marketing purposes.

2- Types of SMS Communications:
If you have consented to receive text messages from RACB, you may receive messages related to the following:

Appointment reminders
Follow-up messages

Example: "This is a reminder of your upcoming inspection at [Location] on [Date] at [Time]. Reply STOP to opt out of SMS messaging at any time."

3- Message Frequency:
Message frequency may vary depending on the type of communication. For example, you may receive up to 5 SMS messages per week related to your assistance.

Example: "Message frequency may vary. You may receive up to 5 SMS messages per week regarding your appointments or account status."

4- Potential Fees for SMS Messaging:
Please note that standard message and data rates may apply, depending on your carrier's pricing plan. These fees may vary if the message is sent domestically or internationally.

5- Opt-In Method:
You may opt-in to receive SMS messages from RAC in the following ways:

Verbally, during a conversation
Electronically via email
By filling out a paper form

6- Opt-Out Method:
You can opt out of receiving SMS messages at any time. To do so, simply reply "STOP" to any SMS message you receive. Alternatively, you can contact us directly to request removal from our messaging list.

7- Help:
If you are experiencing any issues, you can reply with the keyword HELP. Or, you can get help directly from us at www.racbny.org/contactus

8- Standard Messaging Disclosures:
Message and data rates may apply.
You can opt out at any time by texting "STOP."
For assistance, text "HELP" or visit our Privacy Policy and Terms and Conditions pages at www.racbny.org\policies . Message frequency may vary