
NJ Community Family Care – Data Privacy Policy & SMS Terms

Effective Date: 05/06/2026

NJ Community Family Care (“we,” “our,” or “us”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your information, including communications via SMS (text messaging).

1. Information We Collect

We may collect the following types of information when you interact with our website, services, or forms:

- **Personal Information:** Name, phone number, email address, mailing address
 - **Client Information:** Information related to care services, eligibility, or program participation
 - **Communication Data:** Information you provide when contacting us via forms, phone, or SMS
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2. How We Use Your Information

We use your information to:

- Provide and coordinate care services
 - Respond to inquiries and support requests
 - Send important updates regarding services, appointments, or applications
 - Communicate program information and opportunities
 - Improve our services and website experience
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3. SMS/Text Messaging Policy

By providing your phone number, you consent to receive SMS (text) messages from NJ Community Family Care.

These messages may include:

- Appointment reminders
- Application updates (DDD, Medicaid, etc.)
- Service-related notifications
- Program updates and support communication

Message Frequency: Varies based on your engagement with our services

Message & Data Rates: May apply depending on your mobile carrier

4. SMS Consent & Opt-Out

- You can opt out of SMS communications at any time by replying **“STOP”** to any message
 - For assistance, reply **“HELP”** or contact us directly at [Insert Phone Number]
 - Your consent to receive SMS messages is **not a condition of receiving services**
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5. Data Sharing & Protection

- We **do not sell, rent, or share your personal information** with third parties for marketing purposes
- We may share information only as necessary to:
 - Provide services
 - Comply with legal obligations
 - Work with trusted service providers who assist in operations (under strict confidentiality)

We implement appropriate security measures to protect your information.

6. Your Privacy Rights

You have the right to:

- Request access to your personal data
- Request corrections or updates

- Request deletion of your information (where applicable)

To make a request, contact us using the information below.

7. Cookies & Website Tracking

Our website may use cookies or similar technologies to improve user experience and analyze website performance. You can adjust your browser settings to disable cookies if preferred.

8. Changes to This Policy

We may update this Privacy Policy periodically. Updates will be posted on this page with a revised effective date.

9. Contact Us

If you have questions about this Privacy Policy or our SMS communications, please contact:

NJ Community Family Care

info@njfamilycare.com

551-727-1522

Optional (Recommended for Compliance)

You may also add a checkbox to your website forms:

“By submitting this form, you agree to receive SMS communications from NJ Community Family Care. Message frequency varies. Message and data rates may apply. Reply STOP to opt out.”

If you want, I can tailor this further to:

- Include **HIPAA language** (since you're in healthcare)
- Match your **brand voice** (more warm/community-focused)

- Or format it cleanly for your website (WordPress, Wix, etc.)