



## TRE Privacy Policy

### **Website Privacy**

The Resource Exchange (TRE) is the sole owner of any information collected on our website. We only have access to/collect information that you voluntarily give us via our 'Contact Us' form, online Intake Form, other intake or enrollment forms you use on our website, or should you make a donation using our website.

We will not sell or rent your information to anyone. We will use your information to respond to you regarding the reason you contacted us.

We will not share your information with any third party outside of our organization. If you have opted in, you may receive newsletters from us and you may unsubscribe at any time.

### **Text Messaging Privacy and Consent**

The Resource Exchange (TRE) may use text messaging to communicate non-PHI (Protected Health Information) such as appointment reminders, event notifications, and general updates. Text messages will not contain sensitive health information.

### **Opt-In Process**

You may opt in to receive text messages from TRE during the intake process by signing a consent form. This consent allows TRE to send you non-PHI information via text message.

### **Opt-Out Process**

You may opt out of receiving text messages at any time by:

- Replying "STOP" to any text message you receive from TRE.
- Informing your Service Coordinator that you wish to opt out of text message communications.

TRE will promptly honor your request to opt out and discontinue text message communications.

### **Privacy and Security**

TRE will not sell or rent your phone number or personal information to anyone. Text message communications are used only for the purposes described above and will not be shared with third parties outside of TRE.

### **Client Privacy**

There are processes and laws that TRE follows to keep information private. TRE is HIPAA compliant. If you are currently receiving services from TRE, we use health information about you for treatment, to obtain payment for treatment, for administrative purposes and to evaluate the quality of care that you receive. We use health information about you to provide quality services. Every person has the right to request and receive a copy of their records. It is the policy of TRE to establish protections for privacy and confidentiality of medical information whether oral or recorded in any form or medium. The administrative simplification requirements of the Health Insurance Portability and Accountability Act (HIPAA) are covered in four parts:

- Standardization of electronic health, administrative and financial data
- Creation of unique health identifiers for individuals, employers, health plans and health care providers
- Establishment of security standards to protect the confidentiality and integrity of “individually identifiable health information,” past, present or future
- Enactment of protections for the privacy of one’s health information

**Donor Privacy**

We honor our donors’ investment in our work, as well as their right to privacy by strict adherence to the Association of Fundraising Professionals’ Donor Bill of Rights and Code of Ethical Standards.

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