



TERMS AND CONDITIONS

1.0 Purpose

The following Terms and Conditions govern the use of Goodwill of Greater Grand Rapids' public website and messaging services outlining the enrollment, management and configuration. The Terms and Conditions are in place to protect everyone who uses the website or enrolls in optional messaging services. Goodwill of Greater Grand Rapids has the right to revise and update these Terms and Conditions at any time without prior notification; you should periodically review the Terms and Conditions for any changes.

2.0 Introduction

Your access to and use of the Goodwill of Greater Grand Rapids' website and messaging services are conditioned on your optional participation and full acceptance and compliance with these Terms and Conditions, which are published online at www.goodwillgr.org. These Terms and Conditions are applied to all visitors, users and others who access or use this website and messaging services.

By accessing or using this website or messaging services, you agree to be bound by these Terms and Conditions, SMS Privacy Policy and Notice of Privacy Practices which are published online at www.goodwillgr.org. If you disagree with these Terms and Conditions and/or Privacy Policy or any part of them, you may elect not to use the website or messaging services.

3.0 Terms

Content: Website content is intended to provide an overview of information regarding various services and benefits conducted by Goodwill of Greater Grand Rapids to serve the community. Messaging content may vary based on specific individual need and active participation with certain programs offered through Goodwill of Greater Grand Rapids.

Use and Access: Website access is publicly provided and messaging services are optional based on user engagement and enrollment. Users can visit the site without revealing any information about themselves. If personal information is provided for the purposes of correspondence, then it is our intent to let you know how we will use such information.

Messaging Frequency: Frequency for messaging activity is determined by individual user engagement and may range from one message per month to several interactions per day.



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Phone Number: We collect your mobile phone number to send you text messages.

Message Content: We collect the content of the messages you send and receive from us.

Opt-In/Out Information: If you opt to receive text messages from us, we will store your consent information.

Information Collected: We may collect the following types of information when you subscribe to our text messaging service:

Phone Number: We collect your mobile phone number to send you text messages.

Message Content: We collect the content of the messages you send and receive from us.

Opt-In/Out Information: If you opt to receive text messages from us, we will store your consent information.

Use of Your Information: We use the information provided to:

- Send you text messages related to Goodwill of Greater Grand Rapids' products, services, promotions and updates.
- Communicate with you for customer service and support.
- Improve our services and communications.
- Ensure compliance with applicable laws and regulations.

Sharing Your Information: We do not share your personal information with third parties, except in the following circumstances:

- When required by law, such as responding to a legal request, court order, or government agency request.
 - For services provided by trusted third-party vendors who adhere to our privacy standards.
 - No mobile information will be shared with third-parties or affiliates for marketing/promotional purposes.
- All the above categories exclude text messaging originator opt-in and consent; this information will not be shared with any third parties.

Data Security

Goodwill of Greater Grand Rapids' implements reasonable and appropriate security measures to protect personal information from unauthorized access, disclosure, alteration or destruction.

Opt-In Enrollment

Enrollment into messaging services from Goodwill of Greater Grand Rapids is optional and at the discretion of the individual. Information provided to Goodwill is used for direct contact.

Opt-in message: Thank you for opting into SMS messaging from Goodwill of Greater Grand Rapids. To opt out, text STOP. For assistance, text HELP or visit <https://www.goodwillgr.org>. Message & data rates may apply. Messaging frequency may vary.

Opt-out message: Thank you for opting out of SMS messages from Goodwill of Greater Grand Rapids. You will no longer receive any further SMS communication. To opt back in at any time reply START.



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Help message: Thank you for contacting Goodwill of Greater Grand Rapids. You can find help online help at <https://www.goodwillgr.org>.

Changes to the Policy

Goodwill of Greater Grand Rapids reserves the right to update or change this policy. We will notify you of any changes to this policy via text message, email or by posting a notice on our website.

4.0 Disclaimer

Due to various features, services and updates presented on the Website and Messaging Services, there may be infrequent delays, omissions or inaccuracies in content distributed. Please review this policy periodically to stay informed about how we protect your information. Your continued use of our text messaging service constitutes acceptance of any changes or updates to this policy. If you have any questions, concerns or requests related to your personal information, please contact us at the information below.

5.0 Contact

These Terms and Conditions are current as of June 2025 and applies to all website activities and text messaging services provided by the Goodwill of Greater Grand Rapids. Any questions or further communication should be made to the Goodwill of Greater Grand Rapids, Information Technology Department RE: IT Dept. Cybersecurity, 3777 Sparks Drive SE Grand Rapids, MI 49546: or cybersecurity@goodwillgr.org ; (616) 327-3040 .