



Terms of Use and Privacy Policy

Effective Date: 4/2/2025

Terms of Use

1. Acceptance of Terms

By using Partnership Home Helpline services, including phone calls, text messages, and emails, you agree to these Terms of Use and the Privacy Policy outlined below. If you do not agree, please do not use our services.

2. Purpose of the Helpline

The Partnership Home Helpline provides information and referrals to individuals seeking shelter and homelessness resources. We do not guarantee the availability of services or housing.

3. No Emergency Services

The Partnership Home Helpline is not a crisis or emergency service. If you are experiencing an emergency, please call 911 or reach out to an appropriate crisis hotline.

4. Accuracy of Information

We strive to provide accurate and up-to-date information, but we cannot guarantee that all resource listings are current or available.

5. User Conduct

Users agree to interact respectfully with our staff. We reserve the right to terminate communication if a user is abusive, threatening, or inappropriate.

6. SMS Communications and Opt-In/Out

By providing your phone number and contacting our Helpline via SMS, you consent to receive text messages related to housing, shelter resources, and service referrals. Message frequency may vary. Message and data rates may apply.

- **Opt-Out:** You can opt out of receiving messages at any time by replying **STOP**. After opting out, you will no longer receive SMS communications from The Partnership Home Helpline.
- **Help:** If you need assistance, reply **HELP** for more information or contact us at Helpline@ahomewithhope.org
- **Message & Data Rates:** Standard message and data rates may apply based on your mobile carrier's plan.

We may update these terms as needed to remain compliant with SMS carrier regulations. Continued use of our SMS service constitutes acceptance of these terms.

7. Changes to the Terms

We may update these Terms at any time. Continued use of our services constitutes acceptance of the revised Terms.



Privacy Policy

1. Information We Collect

We may collect personal information, such as your name, contact details, and general circumstances, to provide referrals and assistance.

2. How We Use Your Information

We use your information to connect you with resources and improve our services. We do not sell or share your personal information with third parties, except as required by law.

3. Data Security

We take reasonable measures to protect your information. However, electronic communication is not completely secure, and we cannot guarantee the security of information shared via phone, text, or email.

4. Confidentiality Limitations

While we respect your privacy, we may need to share your information with relevant service providers if required to facilitate assistance. Additionally, we may disclose information if mandated by law.

5. Your Choices

You can choose to limit the information you provide. However, this may affect our ability to assist you effectively.

6. Changes to this Policy

We may update this Privacy Policy as needed. Continued use of our services implies acceptance of any changes.

For questions or concerns, please contact us at Helpline@ahomewithhope.org