



## **Texting (SMS) Policy**

**Executive Committee approved 2/7/2025**

The Community Foundation of Frederick County (also referred to as “Community Foundation,” “us,” “we,” or “our”) offers a text message service for the convenience of our volunteers, applicants, scholarship and grant recipients, event registrants, donors, and other participants, (also referred to as “you,” “yours”) to provide information including but not limited to event reminders, application status, program and participation updates, meeting references, and requests for signatures or initials. NOTE: Phone numbers obtained or collected are never shared with third parties or used by affiliated organizations.

### **Consent**

Your phone number and SMS consent will not be sold or shared with third parties or affiliated organizations. Your phone number and SMS consent will be utilized exclusively for communication with you and will not be disseminated for marketing purposes or any other purpose for which you do not authorize.

If you wish to receive updates and information from the Community Foundation, you are required to grant authorization, consenting to the following:

- You understand that texting over mobile/cell phones carries security risks because text messages to mobile/cell phones are not encrypted. This means that information you receive by text message could be intercepted or viewed by an unintended recipient or by your mobile/cell phone provider or carrier.
- You understand that you are responsible for all fees charged by the carrier’s service plan for text messaging. The Community Foundation is not responsible for any increased charges, data usage against plan limits, or changes to data fees that may be charged from text messaging.
- You understand it is your responsibility to contact the Community Foundation to update your mobile/cell phone number listed on the Texting (SMS) Authorization Form should it change.

- You may opt-in or opt-out of this service at any time. It is your responsibility to contact the Community Foundation to update your authorization should you change your mind.

### **Types of Texting (SMS) Communications**

Following consent, you may receive messages pertaining to events and deadlines, application status, program and participant updates, and to request signatures or initials. Examples of potential message types include:

- **Donors and Fundholders:** Updates regarding events and deadlines, notice of events, programs and communications.
  - o “Dear Melissa Willis, thank you for RSVPing to our luncheon on March 30, we look forward to seeing you!”
  - o “Hello. This is Laura Torres at the Community Foundation. We just emailed your annual fund information sheet. Please let us know if you have any questions after reviewing it.”
- **Grant and Scholarship Applicants:** Updates, information and assistance regarding programs, applications, opportunities, and deadlines.
  - o “Hello. This is Laura Torres from the Community Foundation. We understand you have a question about your scholarship application. The answer is ...”
  - o “Hello, this is the Community Foundation. It looks like you have started a scholarship application, this is just a reminder that the application will close one week from today.”
  - o “Hi, this is Suzy from the Community Foundation. This is a reminder that we are waiting to receive your signed grant agreement. Please let us know if you’re having any issues.”

### **Standard Messaging Disclosures**

To opt out of SMS communications, reply “STOP.”

For assistance, reply with “HELP.”

Response for “HELP”:

For further assistance please visit our website at [FrederickCountyGives.org](http://FrederickCountyGives.org), email [info@FrederickCountyGives.org](mailto:info@FrederickCountyGives.org), or call us at 301-695-7660.

### **Message Frequency**

Message frequency varies based upon the issue at hand. If you are actively applying for a grant or scholarship and you request help or information via text, texts will be more frequent. If you have signed up to participate in an annual event and consented to text updates, you may receive one or two texts pertaining to the event.

### **Changes to This Texting (SMS) Policy**

The Community Foundation may update our Texting Policy from time to time and you are advised to review this policy periodically for any changes.

### **Texting (SMS) Authorization Form**

Click [here](#) to access our SMS Texting form to opt-in to SMS texting communications. If at any time you change your mind, you can email [info@FrederickCountyGives.org](mailto:info@FrederickCountyGives.org) or reply STOP to the messages.