

THE BRIDGE YOUTH AND FAMILY SERVICES

Privacy Policy

Effective Date: June 3, 2026

The Bridge Youth and Family Services ("The Bridge," "we," "us," or "our") is a nonprofit organization providing youth and family services across northwest suburban Cook County, Illinois. We are committed to protecting the privacy of the individuals and families we serve, as well as visitors to our website.

This Privacy Policy describes how we collect, use, and safeguard personal information, including through SMS/text messaging communications.

1. Information We Collect

We may collect the following types of personal information:

- Contact information: name, address, phone number, and email address
- Program enrollment and service records
- Demographic information as required for program reporting
- Website usage data collected through cookies and analytics tools
- Phone numbers and communication preferences provided for SMS/text messaging

2. How We Use Your Information

We use the information we collect for the following purposes:

- To provide, coordinate, and follow up on youth and family services
- To send appointment reminders, program updates, and service notifications via SMS/text message
- To communicate important organizational news and events
- To fulfill grant reporting and compliance requirements
- To improve our programs and website
- To respond to inquiries and requests for information

3. SMS/Text Messaging — 10DLC Disclosure

No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. All other categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties

3.1. Consent to Receive Text Messages

By providing your mobile phone number to The Bridge, whether through a program intake form, written consent, verbal agreement, or our website, you consent to receive SMS/MMS text messages from us.

Message types may include:

- Appointment reminders and scheduling confirmations
- Program enrollment and service updates
- Event notifications and announcements
- Follow-up communications from program staff

Consent to receive text messages is not a condition of receiving services from The Bridge.

3.2 Message Frequency

Message frequency will vary based on your program participation and communication preferences. You may receive occasional messages from program staff or administrators. We will not send marketing or promotional messages unrelated to our services.

3.3 Message and Data Rates

Standard message and data rates may apply depending on your mobile carrier plan. The Bridge does not charge for text messages sent through our programs.

3.4 How to Opt Out

You may opt out of SMS communications from The Bridge at any time by replying STOP to any text message you receive from us. After opting out, you will receive one confirmation message. You will not receive further text messages unless you provide consent again.

You may also opt out by contacting us directly at the information listed in Section 8.

3.5 How to Get Help

For assistance with SMS communications, reply HELP to any text message from The Bridge, or contact us directly:

- Phone: 847-359-7490
- Email: bridge1@bridgeyouth.org
- Website: www.bridgeyouth.org

3.6 Data Collected Through SMS

We collect and store mobile phone numbers and message content as part of our program records. This information is subject to the same privacy protections as all other personal information described in this Policy. We do not sell or share your mobile number with third parties for marketing purposes.

4. How We Share Your Information

We do not sell, rent, or trade personal information. We may share information in the following limited circumstances:

- With legal authorities when required by law, court order, or to protect the safety of individuals
- With your written consent

All staff and volunteers with access to personal information are trained on confidentiality requirements and bound by organizational policy.

5. HIPAA and Clinical Records

To the extent The Bridge provides counseling or clinical services, protected health information (PHI) is governed by our Notice of Privacy Practices under the Health Insurance Portability and Accountability Act (HIPAA). A separate Notice of Privacy Practices is provided to all clients receiving clinical services. In the event of conflict between this Privacy Policy and our Notice of Privacy Practices, the Notice of Privacy Practices controls for PHI.

6. Data Security

We implement administrative, technical, and physical safeguards to protect personal information from unauthorized access, disclosure, or misuse. These measures include secure file storage, password-protected systems, staff training, and access controls. No data transmission or storage system is completely secure; however, we take reasonable steps to protect your information.

7. Retention of Information

We retain personal information for as long as necessary to fulfill the purposes for which it was collected, to comply with applicable legal requirements, and to meet funder and accreditation obligations. Clinical records are retained in accordance with Illinois law and HIPAA requirements.

8. Contact Us

Questions, requests, or concerns about this Privacy Policy may be directed to:

The Bridge Youth and Family Services

721 S. Quentin Rd.

Suite 103

Palatine, IL 60067

847-359-7490

9. Changes to This Policy

We may update this Privacy Policy periodically to reflect changes in our practices or legal requirements. The updated policy will be posted on our website with a revised effective date. We encourage you to review this Policy periodically.