



PRIVACY STATEMENT

At Multicultural Community Services of the Pioneer Valley, Inc. (MCS), we are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Statement explains how we collect, use, share, and protect information obtained through our website and SMS messaging campaign.

Information We Collect:

Personal Information: When you interact with our website or opt-in to our SMS messaging campaign, MCS may collect personal information such as your name, email address, phone number, and any other information you provide voluntarily.

Usage Information: MCS may collect information about your interactions with our website and SMS messages, including your IP address, browser type, device information, and usage patterns.

How We Use Your Information:

Providing Services: MCS uses the information collected to deliver the services you request, such as responding to inquiries, registering for events, and delivering SMS messages.

Improving Services: MCS may analyze usage data to improve the quality and functionality of our website and SMS messaging campaign and tailor our content and communications to meet your needs better.

Marketing Communications: With your consent, MCS may use your contact information to send you program details, company events, newsletters, and other communications about our services.

Sharing Your Information:

Service Providers: MCS may share your information with trusted third-party service providers who assist us in operating our website, processing payments, delivering SMS messages, and providing other related services.

Legal Compliance: MCS may disclose your information when required by law or in response to valid legal requests, such as subpoenas, court orders, or regulatory inquiries.

Your Choices:

Opt-Out: You may opt-out of receiving communications from us at any time by following the instructions provided in the communication or by contacting us directly. You may opt-out of MCS's SMS messaging campaign at any time by replying "STOP" to any message you receive from us. You may also contact us directly to request removal from the campaign.

Access and Update: You may access and update your personal information by logging into your account (if applicable) or by contacting us directly to request changes.

Cookies and Tracking Technologies: You can set your browser to refuse all or some browser

cookies or to alert you when websites set or access cookies. However, if you disable or refuse cookies, please note that some parts of our website may become inaccessible or not function properly.

Privacy Policy:

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

Data Security:

MCS has implemented appropriate technical and organizational measures to protect your information from unauthorized access, disclosure, alteration, or destruction. However, no data transmission over the internet or storage system can be guaranteed to be 100% secure.

Children's Privacy:

The MCS website and SMS messaging campaign are not directed to individuals under the age of 16. We do not knowingly collect personal information from children under 16. If you believe MCS may have collected personal information from a child under 13, please contact us immediately.

Changes to this Privacy Statement:

MCS reserves the right to update or modify this Privacy Statement at any time. Any changes will be effective immediately upon posting the revised Privacy Statement on our website. We encourage you to review this Privacy Statement periodically for updates.

Contact Us:

If you have any questions, concerns, or requests regarding this Privacy Statement, our data practices, or your personal information, please contact us at 413-782-2500.