SMS Terms and Privacy Notice

These SMS Terms and Privacy Notice apply to text messages sent by Well Badger Resource Center (also referred to as “we,” “us,” or “our”) in connection with our texting or chat via text services.

What this program is

If you choose to text us, we may send messages related to:

- Responding to your questions and providing information and referral support
- Service updates, hours, closures, or system notices
- Follow up messages related to your request

We do not use SMS to send advertising or promotional marketing for third parties.

Your consent

By texting us or opting in to receive messages from us, you consent to receive text messages at the mobile number you provide. Consent is not a condition of receiving services.

Message frequency varies based on your interaction.

Message and data rates may apply.

Opt out and help

You can stop receiving texts at any time by replying STOP. After you opt out, you may receive one final message confirming your opt out.

For help, reply HELP or contact us at:

- Email: [help@wellbadger.org]
- Phone: [1-800-642-7837]

What information we collect in SMS

When you text us, we may collect and store:

- Your mobile number
- Message content you send and receive in the conversation
- Date, time, and delivery related information (such as whether a message was delivered)

Please do not text highly sensitive personal information unless it is necessary for your request.

How we use SMS information

We use SMS information only to:

- Provide the texting service and respond to you
- Maintain service quality, training, and program operations
- Comply with legal obligations

No sale or marketing sharing

We do not sell your SMS data. We do not share your mobile number or SMS content with third parties for their own marketing or advertising purposes.

Limited sharing to operate the service

To deliver texts, we may share limited information with service providers that help us operate the texting program, such as:

- Our SMS platform provider
- Message routing partners
- Mobile carriers

These providers may only use the information to provide services to us, must protect it, and are not permitted to use it for their own marketing.

Data retention and security

We retain SMS records only as long as needed for program operations, legal requirements, and dispute resolution. We use reasonable administrative, technical, and physical safeguards to protect SMS data.

Links to our main Privacy Policy

This SMS notice supplements our general Privacy Policy, which explains our broader privacy practices, including how we handle information collected through our website and other channels:
https://wbrcmedia.s3.us-east-2.amazonaws.com/Privacy+Policy.pdf

Changes

We may update these SMS Terms and Privacy Notice from time to time. Updates will be posted with a new effective date.

Contact us

Questions about SMS privacy or these terms:
Well Badger Resource Center (Operated by Wisconsin Women's Health Foundation)
2503 Todd Drive
Madison, WI 53713
Email: [help@wellbadger.org]
Phone: [1-800-642-7837]

Last Updated: 02/02/2026