

# Privacy Policy

Welcome to coloradolegalservices.org. Your privacy is important to us. This privacy policy discloses the privacy practices for coloradolegalservices.org.

Please read this Privacy Policy carefully before using this site. If you do not agree with the terms of this privacy policy, do not access, or use the site.

In relation to SMS texting, this Privacy Policy applies to any platform used through the Zoom Phone system by Colorado Legal Services to contact you, either through the phone system or Contact Center.

## About This Policy

By using this site, you agree to the Privacy Policy terms set forth below.

This Policy does not apply to information we may collect in other forums, including through emails, phone, or offline.

*CLS maintains strict privacy policies to protect the personal information of our users obtained for text message communications. This information is never sold, rented, released, or traded to others without prior consent or legal obligation. CLS does not share personal data (phone numbers) and consent with third parties / affiliates or partners. We guarantee that it will never be shared with third parties for marketing purposes. CLS **does not sell data** to any third parties.*

## Information We Collect

**Personal Information.** We collect the below information from you, *but only if you choose to complete the online application available from a link on the site.*

This information could include your:

- First and last name
- Date of birth
- Last four of social security (*if you have one, and choose to provide it*)
- Monthly income, expenses, and your assets
- Contact information, including phone, email and/or mailing address (*at least one method of contact is preferred so we can communicate with you, neither is required for general site use*)
- Domestic violence (*if any present*)
- Number of people in household
- Marital status
- Adverse party name

By providing your phone number while applying to determine eligibility (*if you choose to do so*), you agree to receive text messages from this organization. Message and data rates may apply. Message frequency varies.

*If, at any time, you receive text messages from us and wish to stop receiving them, simply respond with either "STOP", or "OPT OUT" to the number from which you received the message. Once we receive your message, you will no longer receive further text messages from us.*

## **How We Collect Information**

We collect information directly from you. For example, we will collect information from you only if you choose to answer questions in the online application.

## **How We Use Information**

- If you choose to complete an online application, to process and respond to your online application to determine eligibility, and to check for conflicts, we will use any provided information to determine your eligibility.

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As otherwise permitted by law.

## **Your Choices**

If you complete an online application, you may contact Colorado Legal Services to request that we modify, update, or correct your personal information. You may also request that we cease contacting you by e-mail, telephone, regular mail, or other means. To do so, contact the office closest to where you live, find that office listed here.

You can choose not to provide us with some of the information that we request. If you do not provide it, though, we may not be able to determine your eligibility, or help you.

## **Data Security**

We take reasonable steps to protect the information we collect from you against unauthorized access, use, and disclosure. However, no method of transmission over the Internet, or method of electronic storage, is 100% secure, and we cannot guarantee absolute security.

## **Third Party Site Links**

Our sites contain links to third party sites. If you click on one of those links, you will be taken to sites we do not control. This policy does not apply to the information practices of that site.

## **Policy Updates**

We may update our privacy policy from time to time. Notification will consist of user visibility and knowledge of any changes by posting the new privacy policy on this page. You are advised to review this privacy policy periodically for any changes. Changes to this privacy policy are effective when they are posted on this page.

## More Questions?

If you have additional questions, you can reach us by email at [clsprivacypolicy@colegalserv.org](mailto:clsprivacypolicy@colegalserv.org)

You can write to us at:

Colorado Legal Services, 1905 Sherman Street, Suite 400, Denver, CO 80203

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