



# West Hawai'i Mediation Center

## DialPad Privacy Policy/Statement

Effective Date: Jan. 1, 2025

A few of our employees use DialPad as a work phone alternative. It is the practice of West Hawaii Mediation Center to respect the personal preferences and data of those we contact - either by phone or text message.

West Hawaii Mediation Center is committed to protecting your privacy. This Privacy Policy outlines how we collect, use, and safeguard your information; including mobile contact information.

### 1). The Information we collect.

We collect the following types of information - as it pertains to referrals we have received for our mediation services: name, email, phone number, and other contact information freely shared. About Service Usage: We text and/or call clients/partners only in regards to potential or scheduled mediation services. Mediation is voluntary, and anyone can choose to not participate.

### 2). How we use your information:

WHMC only uses your information for scheduling mediations that are voluntarily agreed upon by the recipients/clients, or to answer inquiries about our conflict resolution services in West Hawaii.

### 3). Consent for SMS/MMS Communication:

By providing a mobile phone number, you consent to receiving SMS/MMS communication from West Hawaii Mediation Center. You may opt out of receiving these messages at any time by replying "STOP."

### 4). Privacy and Data Security

We are committed to securing the privacy of your information. No phone/mobile number information will be shared with or sold to third parties/affiliates for marketing/promotional purposes.

### 5. Opt-Out/Help



## West Hawai'i Mediation Center

To opt-out of receiving SMS/MMS messages, simply reply "STOP" to any text message you receive from us. Reply with HELP if you need help.

### 6. Privacy Policy Updates

We may update this Privacy Policy from time to time. The updated policy will be posted on our website.

### 7. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

Email: **Ed@whmediation.org**

Phone: **808-885-5525**

West Hawaii's use of DialPad as a phone service is limited to client interaction and daily operations to uphold the mission and programs of West Hawaii Mediation Center.

Eric Paul

A handwritten signature in black ink, appearing to be 'EP' with a flourish.

Executive Director