

# Maine Immigrants' Rights Coalition

Effective Date: March 26, 2026

1 Marginal Way, 2nd Floor | Portland, ME 04101 | [info@maineimmigrantrights.org](mailto:info@maineimmigrantrights.org) | 207-956-7030

## Privacy Policy

Maine Immigrants' Rights Coalition ("MIRC") is committed to protecting the privacy of the individuals we serve. This Privacy Policy describes how we collect, use, and safeguard personal information in connection with our community services, SMS text messaging program, and the MIRC Hotline. By providing your contact information or opting into our text messaging program, you agree to the practices described in this Policy.

### Information We Collect

We collect only the information necessary to provide our services and communicate with you. This may include:

- Name and contact information (phone number, email address) provided when you request services, register for programs, or contact us directly
- Text message content and metadata associated with your opt-in to our SMS program
- Media, videos, images, and other content submitted through interaction with the MIRC Hotline
- Volunteer or donation information you provide voluntarily

We do not collect sensitive personal information such as financial account numbers, government identification numbers, or health data unless explicitly required for a specific service and separately disclosed at the time of collection.

### How We Use Your Information

We use the information we collect to respond to service requests and inquiries, send SMS text messages you have opted into, coordinate volunteers and programs, fulfill legal or organizational obligations, and support community advocacy including reviewing and acting on Hotline submissions. We will not use your information for commercial marketing purposes or share it with third-party advertisers. Hotline data may be used to improve hotline operations and to support public education, advocacy, and fundraising.

### Information Sharing and Disclosure

We do not sell your personal information or use your information for commercial purposes. We take privacy very seriously and do our best to preserve your privacy. We share information with our member organizations and third parties in ways that we believe are in the best interests of our community. Please be advised that the rapidly changing nature of data and digital platforms may create unintended or unforeseen consequences, including inadvertent sharing. Please contact us if you have questions about information you have shared with us. MIRC is not liable for any damages relating to or arising from data shared with us.

### Information Retention

We do not intentionally retain non-anonymized data received through hotline interactions or the hotline SMS text messaging program after seven (7) calendar days from the date of collection. We may retain your information only in the following limited circumstances:

- Individual has given explicit permission for information to be retained due to an ongoing need to communicate with the hotline
- Individual interacting with the hotline engages in threats of violence, abusive conduct, or other behavior that warrants blocking future inbound calls or reporting to authorities.
- Inbound phone numbers associated with abusive conduct or conduct that is in violation of the participant conduct terms may be retained solely for the purpose of blocking future calls
- Voicemails, call recordings, or text messages that contain credible threats or evidence of criminal conduct may be retained beyond the standard period and disclosed to law enforcement when reporting is warranted

## **SMS Text Messaging Program**

### **Opt-In and Consent**

We send text messages only to individuals who have affirmatively opted in. By opting in, you consent to receive text messages from MIRC at the phone number you provided. Message frequency varies.

### **Opt-Out**

You may opt out at any time by replying STOP. You will receive a single confirmation message and no further texts. To re-enroll, reply START or contact us directly.

### **Help**

Reply HELP to any message or contact us at 207-956-7030 or [info@maineimmigrantrights.org](mailto:info@maineimmigrantrights.org). Message and data rates may apply.

### **No Sharing of SMS Data**

Information collected through our SMS program — including your phone number and message history — will not be sold, rented, or shared with third parties for marketing or promotional purposes.

### **Security**

We implement reasonable administrative, technical, and physical safeguards to protect your personal information. No method of transmission or storage is 100% secure. Please contact us promptly if you have concerns about the security of your information.

## **Changes to This Policy**

We may update this Privacy Policy from time to time, and use of our services after any changes constitutes acceptance of the updated Policy.

## **Contact**

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