

Westbrook Housing Privacy Policy (SMS & General)

Effective Date:

June 25, 2026

Intro

Westbrook Housing ("we," "our," or "us") is committed to protecting the privacy and security of personal information collected through our website, housing programs, services, and communications, including text messaging (SMS). We collect, use, maintain, and disclose information in accordance with applicable federal and state laws, HUD requirements, and records management policies.

Information We Collect

Personal Information includes name, mailing address, email address, telephone/mobile number, housing program information, and submitted application or correspondence data. Website data includes IP address, browser type, device information, pages viewed, and timestamps.

How We Use Information

We use information to administer housing programs, process applications, communicate with residents and stakeholders, respond to inquiries, send notices and SMS communications (with consent), maintain required records, and comply with legal and HUD requirements.

SMS / Text Messaging

Individuals who provide a mobile number may opt to receive SMS messages regarding housing-related services. Message frequency may vary and standard carrier rates may apply. Individuals may opt out at any time by replying STOP or request help by replying HELP.

Information Sharing and Disclosure

We do not sell personal information. Information may be disclosed only as permitted by law. No mobile numbers or SMS opt-in data will be shared with third parties for marketing or promotional purposes.

Data Security

We maintain administrative, technical, and physical safeguards to protect personal information.

Data Retention

Information is retained in accordance with HUD requirements and applicable federal and state laws.

Your Rights

Individuals may request to review, correct, or delete personal information where permitted, and may withdraw SMS consent.

Children's Privacy

Our services are not directed to children under 13.

Third-Party Websites

We are not responsible for the privacy practices of third-party websites linked from our site.

Changes to this Policy

We may update this policy at any time and changes will be posted accordingly.

Contact Information

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