



SMS Privacy Policy

Information We Collect

When you sign up to receive SMS messages from CNY Works, we collect the phone number you provide and may also collect your name, email address, and any other information you choose to share during the opt-in process. This information helps CNY Works personalize our communications and ensure that messages are relevant to you. CNY Works may also collect technical details such as the date, time, and content of messages sent or received, as well as your interaction with those messages (e.g., whether you clicked a link).

How We Collect Your Information

CNY Works collects information directly from you when you enter your phone number into a web form, you interact with our team via SMS, and/or you opt in through a registration form.

How We Use Your Information

Your phone number and related information are used exclusively for the purposes you have agreed to when opting in. This may include:

- Sending you transactional updates (i.e. appointment confirmations, paperwork).
- Providing event invitations (i.e. workshops, career fairs, workforce opportunities).
- Respond to your inquiries.
- Sharing important service announcements or policy updates.

We will never use your phone number for purposes unrelated to CNY Works without your explicit consent.

Sharing Your Information

CNY Works respects your privacy and will never sell, rent, or trade your phone number to third parties for marketing purposes. Your information may be shared only with:

- **Service providers** who assist CNY Works in delivering SMS messages (e.g., messaging platforms, mobile carriers, IT provider).
- **Legal authorities** if required by law, regulation, or legal process. All third-party partners are contractually obligated to protect your information and use it only for the services they provide to CNY Works.

Opting Out

You can opt out of receiving SMS messages at any time by replying **STOP** to any message you receive from CNY Works. Once you opt out, you will no longer receive SMS communications unless you choose to opt in again. You may also contact CNY Works directly to request removal from our SMS list. Please see our contact information below.

Message Frequency & Rates

The number of messages you receive will depend on your level of involvement with CNY Works services. CNY Works strives to keep our communications relevant and not excessive. Standard message and data rates may apply according to your mobile carrier plan. Please check with your carrier for details about your plan and any associated costs.

Security of Your Information

CNY Works takes reasonable administrative, technical, and physical measures to safeguard your personal information against loss, theft, misuse, and unauthorized access. While no method of transmission over the internet or mobile networks is 100% secure, CNY Works works to ensure your data is protected to the highest practical standard.

Retention of Information

CNY Works retains your phone number and related information only for as long as necessary to fulfill the purposes described in this policy, or as required by law. Once your information is no longer needed, the Agency will securely delete or anonymize it.


Changes to This Policy


CNY Works may update this SMS Privacy Policy from time to time to reflect changes in our practices, technology, or legal requirements. When we make changes, we will update the “Effective Date” at the bottom of this page and, where appropriate, notify you via SMS or email and update the policy on our website.

Contact Us

If you have any questions, concerns, or requests regarding this SMS Privacy Policy or your personal information, please contact us:

 Email: info@cnyworks.com

 Phone: 315-473-8250

 Address: 960 James Street, Syracuse, New York 13203