

Guide Dogs of Texas

Privacy Policy

Effective Date: July 1, 2026

Policy Statement

Guide Dogs of Texas ("Guide Dogs of Texas," "GDTX," "we," "our," or "us") is committed to protecting the privacy and security of the personal information entrusted to us.

This Privacy Policy describes how we collect, use, protect, and disclose information obtained through our programs, services, website, volunteer activities, fundraising efforts, and communications.

Our mission is to provide guide dogs and related services to individuals who are blind or visually impaired. We collect only the information that is reasonably necessary to fulfill that mission while supporting our clients, volunteers, donors, employees, and community partners.

Information We Collect

Depending upon your relationship with Guide Dogs of Texas, we may collect information including:

- Name
- Mailing address
- Email address
- Telephone and mobile numbers
- Date of birth
- Emergency contact information
- Application information
- Volunteer information
- Donation history
- Service records
- Communication preferences
- Information voluntarily submitted through forms, surveys, email, telephone conversations, or text messages

We may also collect health-related, accessibility, veterinary, or training information necessary to provide our services.

Health-Related Information

As part of its programs and services, Guide Dogs of Texas collects health-related information necessary to evaluate applications, determine service needs, coordinate training, and provide ongoing support to clients.

Guide Dogs of Texas is not a Covered Entity under the Health Insurance Portability and Accountability Act (HIPAA). Although HIPAA does not govern the organization's handling of this information, Guide Dogs of Texas recognizes the sensitive nature of health-related information and is committed to protecting its confidentiality.

Access to health-related information is limited to authorized personnel with a legitimate business need. Guide Dogs of Texas maintains reasonable administrative, technical, and physical safeguards to protect this information from unauthorized access, use, or disclosure.

How We Use Your Information

Guide Dogs of Texas uses personal information to:

- Evaluate applications for services
- Coordinate guide dog placements
- Schedule appointments and training
- Coordinate volunteers and puppy raisers
- Coordinate volunteer events and activities
- Process donations
- Respond to inquiries
- Deliver requested services
- Improve our programs
- Meet legal, regulatory, and contractual obligations
- Maintain accurate organizational records

We collect only the information necessary to accomplish these purposes.

Communications

Guide Dogs of Texas communicates using a variety of methods, including:

- Telephone
- Email
- Text Messages (SMS)
- Postal mail
- Website forms
- Secure electronic systems

Communications are used to provide operational information regarding Guide Dogs of Texas programs, services, appointments, volunteer activities, donor relations, and other legitimate organizational business. Guide Dogs of Texas does not use text messaging for unsolicited advertising or mass marketing campaigns.

Text Messaging (SMS)

Guide Dogs of Texas sends text messages only to individuals who have provided their mobile telephone number in connection with our services, programs, volunteer activities, donations, or other organizational business, or who have requested or initiated text communications with us.

Text message communications may include:

- Application updates
- Appointment reminders
- Training schedules and class information
- Home visit coordination
- Volunteer event coordination
- Puppy raiser communications

- Service-related notifications
- Responses to questions or requests
- Other operational communications related to Guide Dogs of Texas programs and services

Message frequency varies depending upon your relationship with Guide Dogs of Texas. Message and data rates may apply according to your mobile carrier's plan. If you no longer wish to receive text communications, reply **STOP** to any text message from Guide Dogs of Texas or contact our office directly. We will discontinue text messaging as soon as reasonably practical, except where additional communication is necessary to complete an active service request or where another communication method has been requested.

Website Information

We automatically collect limited technical information such as your browser type, device information, IP address, pages visited, and the date and time of your visit.

This information helps us improve website functionality, security, and user experience. Our website may use cookies to support website functionality and website analytics. Cookie preferences may be managed through your web browser settings.

Information Sharing

Guide Dogs of Texas respects your privacy. We do not sell, rent, or share personal information with third parties for their marketing purposes. Information may be shared only when necessary to:

- Deliver requested services
- Process donations or payments
- Support technology systems used by Guide Dogs of Texas
- Comply with applicable laws or legal obligations
- Protect the safety, rights, or property of Guide Dogs of Texas or others

Service providers supporting Guide Dogs of Texas receive only the information necessary to perform services on our behalf and are expected to maintain appropriate safeguards.

Mobile telephone numbers and consent to receive text messages (SMS) will not be shared, sold, rented, or transferred to third parties or affiliates for marketing or promotional purposes.

Data Security

Guide Dogs of Texas employs reasonable administrative, technical, and physical safeguards designed to protect personal information against unauthorized access, disclosure, alteration, or destruction. Although no system can guarantee absolute security, we continually evaluate and improve our security practices.

Your Privacy Choices

You may contact Guide Dogs of Texas to:

- Update your contact information
- Correct inaccurate information
- Modify your communication preferences
- Ask questions regarding this Privacy Policy

Children's Privacy

Guide Dogs of Texas does not knowingly collect personal information online from children under the age of 13 without appropriate parental or legal guardian involvement.

Third-Party Service Providers

Guide Dogs of Texas utilizes trusted third-party service providers to support its operations, including providers of website hosting, customer relationship management, electronic forms, communications, fundraising, accounting, payment processing, and other business systems. These providers receive only the information necessary to perform services on behalf of Guide Dogs of Texas and are expected to maintain appropriate safeguards to protect that information.

Changes to This Policy

Guide Dogs of Texas may update this Privacy Policy periodically. The most current version will always be available on our website and will include the effective date shown above.

Contact Information**Guide Dogs of Texas**

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