

Guide Dogs of Texas

SMS Communication Terms of Use

Effective Date: July 1, 2026

Policy Statement

Guide Dogs of Texas uses Text Messages (SMS) as an operational communication tool to support its programs and services. SMS messaging allows Guide Dogs of Texas to communicate with clients, applicants, puppy raisers, volunteers, donors, and others who have an established relationship with the organization.

Guide Dogs of Texas does not operate an SMS marketing program and does not send unsolicited promotional or advertising text messages.

Consent to Receive Text Messages

By providing a mobile telephone number in connection with Guide Dogs of Texas programs, services, volunteer activities, donations, or other organizational business, individuals consent to receive operational text messages related to their relationship with Guide Dogs of Texas.

Guide Dogs of Texas does not offer a public SMS subscription service. Individuals receive text messages only in connection with an existing relationship or after requesting communication from Guide Dogs of Texas.

Types of Messages

Text message communications may include:

- Application status 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

Message frequency varies depending upon your relationship with Guide Dogs of Texas and the services you receive.

Message and Data Rates

Message and data rates may apply according to your wireless carrier's plan.

Discontinuing Text Communications

You may stop receiving text communications at any time by replying **STOP** to any text message from Guide Dogs of Texas or by contacting our office directly. Guide Dogs of Texas will discontinue text communications 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. Replying STOP will discontinue text message communications. Guide Dogs of Texas may continue to communicate through other methods, such as telephone, email, or postal mail, when necessary to provide requested services or fulfill organizational responsibilities.

Assistance

If you have questions regarding text communications or need assistance, please contact Guide Dogs of Texas.

Guide Dogs of Texas

Phone: (210) 366-4081

Email: info@guidedogsoftexas.org

Website: <https://guidedogsoftexas.org>

Privacy

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.

The collection, use, and protection of personal information associated with text messaging is governed by the Guide Dogs of Texas Privacy Policy. For additional information regarding how Guide Dogs of Texas collects, uses, protects, and discloses personal information, please review our Privacy Policy.

Changes to These Terms

Guide Dogs of Texas may update these SMS Communication Terms of Use periodically.