



# CRIME STOPPERS OF HOUSTON

## SafeText SMS Program – Terms & Conditions, Privacy Policy

**Organization:** Crime Stoppers of Houston

**Program Name:** SafeText

**Website:** <https://crime-stoppers.org>

**Support Email:** info@crime-stoppers.org

**Main Phone:** 713-521-4600

**Tip Line:** 713-222-8477

**Tip Submission URL:** <https://www.p3tips.com/TipForm.aspx?ID=610&C=&T=>

### Program Overview

SafeText is a **keyword-based SMS messaging program** designed to provide:

- Safety resources and educational content
- Monthly safety topic messaging
- On-demand access to safety information via keyword

SafeText is intended to support **prevention, awareness, and guidance.**

### User Interaction Model

SafeText supports three primary interaction types:

#### **1. On-Demand Resource Access**

Users text keywords to receive immediate safety information.

#### **2. Subscription-Based Messaging**

Users opt in to receive recurring monthly safety topics.

#### **3. Segmented Messaging**

Specific groups (e.g., Phillips 66 employees) may opt in via unique keyword

### SafeText Terms & Conditions

#### **Crime Stoppers of Houston – SafeText Program**

**Effective Date:** [Insert Date]

#### **1. Program Description**

SafeText is a text messaging service provided by Crime Stoppers of Houston that delivers safety resources, educational content, and updates to users via SMS.

By opting in to SafeText, you agree to receive:

- Safety tips and educational content
- Monthly safety topic messages



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- Occasional updates related to public safety initiatives
- SafeText is intended as an informational resource only.

## 2. Not a Crime Reporting Tool

SafeText **does not accept or process anonymous crime tips.**

If you wish to report information about a crime, suspect, or fugitive, you must use the official Crime Stoppers tip line:

- Submit online: <https://www.p3tips.com/TipForm.aspx?ID=610&C=&T=>
- Call: 713-222-8477
- Download the app:
  - Google Play: <https://play.google.com/store/apps/details?id=com.p3tips.houston&pli=1>
  - Apple: <https://apps.apple.com/us/app/crime-stoppers-houston/id1407426899> Only tips submitted through official channels are eligible for follow-up and rewards.

## 3. Opt-In & Consent

By providing your mobile number and opting in, you:

- Consent to receive SMS messages from Crime Stoppers of Houston
- Confirm that you are the authorized user of the mobile number
- Understand that consent is not required to make a donation or use other services

## 4. Message Frequency

Message frequency may vary.

Users who opt in can expect:

- Approximately 1–2 messages per month for safety topics
- Additional messages may be sent based on engagement or updates

## 5. Message & Data Rates

Message and data rates may apply depending on your mobile carrier and plan.

Crime Stoppers of Houston is not responsible for any charges incurred.

## 6. Opt-Out Instructions

You may opt out of the SafeText program at any time.

To stop receiving messages:

- Reply **STOP** to any message

After opting out, you will receive a confirmation message and will no longer receive SMS communications unless you re-subscribe.

## 7. Help & Support

For assistance:

- Reply **HELP** to any message



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- Or contact us at: [innovation@crime-stoppers.org](mailto:innovation@crime-stoppers.org)

## 8. Privacy

Your privacy is important to us.

Information collected through SafeText will be handled in accordance with our Privacy Policy.

We do not sell or share your mobile number with third parties for marketing purposes.

## 9. Supported Carriers

SafeText messaging may not be available on all carriers.

Crime Stoppers of Houston is not responsible for:

- Delayed or undelivered messages
- Carrier-specific limitations

## 10. Changes to Terms

Crime Stoppers of Houston reserves the right to modify these Terms & Conditions at any time.

Updates will be posted on this page with a revised effective date.

Continued use of SafeText after changes constitutes acceptance of those changes.

## 11. Contact Information

Crime Stoppers of Houston

Website: <https://crime-stoppers.org>

Support Email: [info@crime-stoppers.org](mailto:info@crime-stoppers.org)

Main Phone: 713-521-4600

## SafeText Privacy Policy

### Crime Stoppers of Houston – SafeText Program

**Effective Date:** [Insert Date]

#### 1. Overview

Crime Stoppers of Houston (“we,” “our,” or “us”) is committed to protecting your privacy.

This Privacy Policy explains how information is collected, used, and protected when you participate in the SafeText SMS program.

SafeText is designed to provide safety resources, educational content, and updates via text message.

#### 2. Information We Collect

When you use SafeText, we may collect:

##### Personal Information

- Mobile phone number
- Subscription status (opt-in / opt-out)



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- Message interaction data (keywords sent, responses received)

## Technical Information

- Carrier information (when available)
- Message delivery data (sent, delivered, failed)

We do **not** collect sensitive personal information through SafeText.

## 3. How We Use Information

We use the information collected to:

- Deliver requested SMS messages and safety content
- Provide monthly safety topics and updates
- Respond to user inquiries (HELP requests)
- Improve the performance and effectiveness of the SafeText program
- Maintain compliance with legal and messaging requirements

## 4. No Crime Reporting Through SafeText

SafeText is **not used to collect or process crime tips**.

Users are directed to the official Crime Stoppers tip line for reporting.

Any information sent via SMS is not used for investigative or law enforcement purposes.

## 5. Information Sharing

We respect your privacy.

- We **do not sell, rent, or share** your mobile number with third parties for marketing purposes
- We may share information with **service providers** (e.g., SMS delivery platforms such as AWS) solely to operate the SafeText system
- Information may be disclosed if required by law

## 6. Data Retention

We retain information only as long as necessary to:

- Operate the SafeText program
- Maintain compliance with legal and regulatory requirements
- Support system performance and analytics

## 7. Your Choices

You have full control over your participation:

- **Opt-in:** By subscribing via SMS (e.g., replying YES)
- **Opt-out:** Reply STOP at any time
- **Help:** Reply HELP for assistance

After opting out, you will no longer receive messages unless you re-subscribe.

## 8. Data Security

We take reasonable administrative and technical measures to protect your information.

However, no system can guarantee absolute security.



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## **9. Third-Party Services**

SafeText may rely on third-party providers (such as AWS messaging services) to deliver SMS messages.

These providers are contractually required to:

- Protect your data
- Use it only for service delivery purposes

## **10. Children's Privacy**

SafeText is not intended for children under the age of 13.

We do not knowingly collect personal information from children.

## **11. Changes to This Policy**

We may update this Privacy Policy at any time.

Updates will be posted with a revised effective date.

Continued use of SafeText indicates acceptance of the updated policy.

## **12. Contact Information**

Crime Stoppers of Houston

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