

Terms & Conditions

Last updated— October 8, 2026

These terms address Valley CAN SMS communications across programs administered or managed by Valley CAN. Individual programs may provide additional notices or terms, which apply to those programs as appropriate.

1. SMS Opt-In Consent

Individuals may voluntarily agree to receive text messages from Valley CAN by actively selecting an optional, initially unchecked SMS consent checkbox on an applicable website or program form, or by completing another documented affirmative opt-in process. Providing a telephone number for an inquiry or application does not, by itself, constitute SMS consent. SMS consent is not required as a condition of participation in Valley CAN programs.

2. Message Types and Frequency

Messages may relate to inquiries, application status, eligibility, appointments, event reminders, vouchers, vehicle repair assistance, and other program-related services. Message frequency varies based on program participation and communication needs. Message and data rates may apply.

3. Opt-Out and Assistance

Reply STOP to any Valley CAN SMS message to unsubscribe from SMS communications. Reply HELP for assistance or contact info@valleycan.org. Valley CAN will honor opt-out requests in accordance with applicable requirements.

4. SMS Privacy and Data Sharing

Valley CAN does not sell or share mobile phone numbers or SMS opt-in consent information with third parties or affiliates for their independent marketing or promotional purposes. Authorized service providers may process mobile information on Valley CAN's behalf as necessary to deliver and administer SMS communications, subject to appropriate privacy and security safeguards. Other program-related information may be shared for authorized program administration, reporting, and legal compliance as described in Valley CAN's Privacy Policy and applicable program-specific notices.

5. Message Delivery

SMS delivery may be affected by mobile carrier restrictions, network outages, device settings, or other technical issues. Valley CAN cannot guarantee delivery or delivery times.

6. Programs and Additional Terms

Valley CAN manages programs with various government agencies, public utilities, funding organizations, and other authorized partners. Eligibility, information-sharing authorizations, and other conditions may differ by program. Any required program-specific authorizations or disclosures will be provided separately and are not replaced by these SMS Terms & Conditions.

7. Privacy Policy

For information about how Valley CAN collects, uses, retains, protects, and discloses personal information, review the Valley CAN Privacy Policy at <https://www.valleycan.org/privacy/>.

8. Contact Information

Email: info@valleycan.org

Website: www.valleycan.org/privacy

Mailing address: Valley CAN, 921 11th Street, Suite 220, Sacramento, CA 95814

Implementation note (remove before publication): Confirm the actual SMS opt-in methods, the handling of STOP/HELP, service-provider data sharing, and the published privacy-policy URL. This draft is not a substitute for legal or carrier compliance review.