

Apple Tree Interpreters – SMS Privacy Policy & Messaging Terms

Last Updated: May 2026

Apple Tree Interpreters, LLC (“Apple Tree Interpreters,” “we,” “our,” or “us”) is committed to protecting your privacy. This SMS Privacy Policy explains how we collect, use, and safeguard information when you interact with us via SMS/text messaging. SMS communication is used only for operational, scheduling, and support-related purposes. We do not send promotional or marketing messages.

1. Information We Collect

We may collect the following information when you communicate with us:

- Mobile phone number
- Name and contact information
- Interpreter scheduling details
- Message content and metadata (as provided by your carrier)
- Interpreter credential and availability information (for interpreters only)

We do not request or store Protected Health Information (PHI) via SMS. PHI must only be submitted through our HIPAA-compliant systems.

2. How We Use Your Information

We use SMS/text messaging solely to:

- Coordinate and schedule interpreting services
- Confirm appointments
- Communicate with interpreters regarding availability
- Provide customer or interpreter support
- Respond to questions and operational needs

We do not use SMS for advertising, promotions, or marketing.

3. Data Sharing

- We do not share customer or interpreter data with third parties for promotional or marketing purposes.
- Mobile numbers, SMS consent, and opt-in data are never shared with any third party for any purpose.
- Any information sharing described elsewhere in this policy explicitly excludes mobile opt-in data.
- We may share limited information only when required to:
 - Provide interpreting services
 - Comply with legal obligations
 - Respond to lawful requests from government or regulatory authorities

We do not sell or rent personal information.

4. SMS Opt-In Consent

By providing your mobile number to Apple Tree Interpreters, you consent to receive SMS/text messages from us for operational, scheduling, and support-related purposes.

Message type: Conversational and informational

Message purpose: Service coordination and support

5. Message Frequency

Message frequency varies based on communication needs.

6. Message & Data Rates

Message and data rates may apply for any messages sent to you from us and to us from you. For questions about your text or data plan, contact your wireless provider.

7. Opt-Out Instructions

You may opt out of SMS communication at any time.

- Text STOP to the number from which you received messages.
- After sending STOP, you will receive a confirmation message.
- You will no longer receive SMS messages from us unless you opt in again.

To rejoin, simply provide your mobile number again or reply to a message with a request to resume communication.

8. HELP Instructions

If you need assistance with our messaging program:

- Text HELP for help
- Or email us at contact@appletreeinterpreters.com

9. Carrier Liability

Carriers are not liable for delayed or undelivered messages.

10. Data Security

We use reasonable administrative, technical, and physical safeguards to protect your information, including:

- Secure storage of digital records
- Limited access to internal systems
- HIPAA-aligned practices for handling sensitive information
- Staff training on confidentiality and data protection

SMS/text messaging is not a HIPAA-secure communication method. Do not send PHI via SMS.

11. Data Retention

We retain SMS communication records only as long as necessary for:

- Scheduling and service coordination
- Business operations
- Legal or compliance requirements

Your mobile carrier may retain message logs according to their own policies.

12. Your Privacy Rights

You may request:

- Access to your personal information
- Correction of inaccurate information
- Limitations on certain types of communication

To make a request, contact:

contact@appletreeinterpreters.com

13. Updates to This Policy

We may update this SMS Privacy Policy periodically. The “Last Updated” date reflects the most recent revision. Continued use of our services constitutes acceptance of the updated policy.

14. Contact Information

Apple Tree Interpreters, LLC

Email: contact@appletreeinterpreters.com

Location: Minnesota, USA