



THE REMARKABLE AGENCY
HEALTH & HUMAN SERVICES

TRA Privacy Policy

Last updated: 10/01/2025

At The Remarkable Agency (TRA), your privacy is extremely important to us. We are committed to protecting the personal information of our clients, families, employees, and anyone who engages with our services. This Privacy Policy outlines how we collect, use, and safeguard your information, particularly when it comes to text messaging (SMS) and digital communication.

TRA may collect personal information such as your name, phone number, email address, mailing address, emergency contact information, and employment or service-related details. This information is typically collected through onboarding forms, intake packets, phone calls, or direct communication with the Regional Center or other authorized parties.

We use your information solely to provide and coordinate services. This includes communicating with you about support schedules, confirming appointments, sending important service updates, and responding to emergencies. We do not use your personal information for promotional purposes.

If you choose to receive text messages from TRA, please note that message frequency may vary based on your relationship to the agency - whether as a participant or as a staff member. Message and data rates may apply depending on your mobile carrier. You can opt out of receiving messages at any time by replying STOP, and you may reply HELP for more information. These messages are strictly used to support care coordination and are never used for marketing or advertising.

TRA does not, under any circumstances, sell, rent, or share your personally identifiable information (PII) with third parties for marketing purposes. We may only share limited information with authorized service partners such as Regional Center coordinators or government agencies when legally required - and even then, only when it is necessary to fulfill our service obligations or comply with the law. Internally, access to your information is restricted to only those TRA team members who need it to provide services effectively.

We take your privacy and data security seriously. TRA uses secure systems to store and manage sensitive information, and all staff receive training in confidentiality and proper



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data handling. We are continually evaluating our practices to ensure your information is protected.

You have the right to access the personal information we hold about you, request corrections, or withdraw your consent for certain communications (like SMS) at any time. You may also request deletion of your data when permitted by law. To exercise these rights, please call us at 760-444-0419.

From time to time, we may update this Privacy Policy to reflect changes in our practices or legal obligations. When we do, we'll post the revised version to our website and update the effective date listed above. We encourage you to check back periodically to stay informed.

If you have any questions about this Privacy Policy or how your personal information is handled, you can call us at 760-444-0419.

