

Privacy Policy

Effective date: November 10, 2025

Accounting Aid Society respects your privacy. This Privacy Policy explains what information we collect, how we use it, and the choices you have. As a nonprofit organization, we use your information solely to provide and improve our services, programs, and communications.

Who We Are & How to Contact Us

Accounting Aid Society

Phone: (313) 556-1920

Email: info@accountingaidsociety.org

Website: <https://accountingaidsociety.org/>

Scope

This Policy applies to information we collect online (our website, webforms, appointment and intake portals) and offline (in person, phone) across our programs, including VITA, LITC, Accounting Aid Academy, and Volunteer Program.

Information We Collect

- Contact information (name, email, phone number, mailing address)
- Program & service information (appointment details, site location, eligibility data, intake responses, documents you upload)
- Communications (emails, SMS/MMS messages, survey responses)
- Technical data (IP address, device/browser type, cookies, analytics events)
- Volunteer & donor info (if you apply to volunteer or donate)

How We Use Information

- To provide services you request (appointments, tax preparation, clinic services, small business support)
- To send service-related communications (confirmations, reminders, document requests, program updates, surveys)
- To improve our programs, operations, and website
- To comply with legal, grant, and reporting obligations
- To secure our systems and prevent fraud or misuse

SMS/MMS Text Messaging

Required statement: We do not share or sell your mobile phone number to third parties for marketing purposes.

We offer optional SMS/MMS messaging for service-related communications (e.g.,



appointment confirmations and reminders, document requests, scheduling updates, program notices, brief surveys). Message frequency varies by engagement. Message and data rates may apply.

Opt-In

You will receive text messages only if you consent (e.g., by replying YES to an opt-in request, checking a checkbox on a webform, or signing an in-person consent). Webforms that collect phone numbers provide a link to this Privacy Policy.

Opt-Out / Help

- Reply STOP to unsubscribe at any time
- Reply HELP for assistance, or contact us at info@accountingaidsociety.org or (313) 556-1920

Your Choices & Rights

- Access/Update: You may request access to or correction of your information
- Opt-Out of Emails/SMS: Use the unsubscribe link in emails or reply STOP to texts
- Do Not Track: Browser DNT signals may not be recognized by all services we use

How We Share Information

We do not sell personal information. We share information only as needed to provide services, comply with law, or protect safety and security:

- Service providers/processors (communications, hosting, storage, etc.)
- Legal & compliance (court order or legal requirement)
- Program reporting (aggregated or de-identified data)

We do not share or sell mobile phone contact information to third parties for marketing.

Data Retention

We retain information only for as long as necessary to fulfill the purposes described in this Policy, comply with legal and grant requirements, resolve disputes, and enforce our agreements. Retention periods vary by record type and applicable law.

Security

We use reasonable administrative, technical, and physical safeguards to protect personal information. No method of transmission or storage is 100% secure; we cannot guarantee absolute security.

Cookies & Analytics

Our website may use cookies and similar technologies to operate the site, understand usage, and improve content. You can typically control cookies in your browser settings. Disabling cookies may limit certain features.



We use taxes to build relationships. And relationships to build futures.

Location & Transfers

We operate in the United States. If you access our services from outside the U.S., you understand that your information may be processed in the U.S., where laws may differ from those in your location.

Changes to This Policy

We may update this Privacy Policy from time to time. The “Effective date” above reflects the latest version. Significant changes will be posted on this page and, where appropriate, shared through our usual communications channels.

Affirmations for Carrier Compliance

- Webforms that collect mobile numbers include a visible link to this Privacy Policy
- This Policy states what we collect, how we use it, and how to opt out
- Mobile numbers are not shared or sold to third parties for marketing purposes

This Privacy Policy is provided for informational purposes and does not constitute legal advice. Please consult your counsel to confirm compliance with applicable laws and grant or program rules.