



Privacy Policy & Messaging Terms

Confidential Pastoral Care Line & SMS Terms of Service

EFFECTIVE DATE: JUNE 16, 2026

DOCUMENT: CONFIDENTIAL PASTORAL LINE

At Pillar Church, we are dedicated to protecting your privacy and the personal information you share with us. This document contains both our Privacy Policy and our official Messaging Terms and Conditions regarding our confidential communication lines, used to connect with members inside and outside of our church who require pastoral care and support.

1 Information We Collect

When you contact our confidential pastoral care line via phone call or SMS text message, we may collect:

- **Contact Information:** Your phone number, name, and any identifying details you share.
- **Communication Data:** The date, time, and duration of calls, text message transcripts, voicemails, and pastoral notes taken to facilitate spiritual follow-up.
- **Voluntary Information:** Personal circumstances, prayer requests, or spiritual needs shared during counseling.

2 How We Use Your Information

The details collected through this line are utilized strictly to provide supportive, high-quality, and confidential pastoral care. Specifically, we use this data to respond directly to your requests, provide care tailored to your needs, and manage outreach or scheduling requested by you.

3 Data Sharing & Privacy Controls

We respect the sensitive nature of pastoral care. To comply with mobile carrier standards and ensure absolute transparency:

- ✓ Customer data is not shared with third parties for promotional or marketing purposes.



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- ✓ Mobile opt-in and consent are never shared with anyone for any purpose. Any information sharing that may be mentioned elsewhere in this policy excludes mobile opt-in data.

Messaging Terms & Conditions

The messaging program consists of providing confidential text-based pastoral care, spiritual guidance, prayer updates, and direct support communications with members inside and outside of our church community.

1 You can cancel the SMS service at any time. Just text **STOP** to the phone number from which you received messages. After you send the SMS message **STOP** to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, just sign up as you did the first time and we will start sending SMS messages to you again.

2 If you are experiencing issues with the messaging program, you can reply with the keyword **HELP** for more assistance, or you can get help directly at businessadmin@thepillar.com.

3 Carriers are not liable for delayed or undelivered messages.

4 Message and data rates may apply for any messages sent to you from us and to us from you. Message frequency will vary based on communication needs. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

5 If you have any questions regarding privacy, please read our privacy policy contained in the rest of this document.

4 Data Security

We implement strict administrative and technical security safeguards to keep your information private. Access to Grasshopper call logs, text records, and voicemails is restricted solely to authorized church leaders and pastoral staff bound by ministerial confidentiality protocols.



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Questions?

For further questions regarding these policies, please reach out to Pillar Church administration at businessadmin@thepillar.com.

“Carry each other’s burdens, and in this way you will fulfill the law of Christ.” — Galatians 6:2