XILIN ASSOCIATION
Privacy Policy

Last Updated: 05/01/2026

Xilin Association ("Xilin," "we," "us," or "our") is a 501(c)(3) nonprofit organization that provides adult day care, in-home services, and related community support for seniors and families in accordance with Personal Care Plans assessed by the Illinois Department on Aging (IDoA) and other applicable programs. Our headquarters are located at 1050 Warrenville Road, Lisle, IL 60532. Website: https://www.xilinweb.org (or https://xilinweb.org).

This Privacy Policy describes how we collect, use, disclose, and protect personal information, including in connection with our SMS/MMS text messaging for service-related communications (scheduling, home visits, work schedules for employees, service updates, and similar operational messages) with clients and employees.

We are committed to protecting your privacy. **No mobile information will be shared with third parties/affiliates for marketing/promotional purposes.** Information sharing with subcontractors solely for support services (such as messaging platform providers) is permitted as described below.

1. Information We Collect

We collect personal information that is necessary to provide our services and communicate with you.

Information you provide directly:

- Contact details (name, phone number, email address, mailing address).
- Service-related information (details from Personal Care Plans, scheduling preferences, health or care needs relevant to services, as provided by you, case managers, or IDoA).
- Consent and opt-in/opt-out records for SMS/MMS messaging.
- Employment-related information for staff (work schedules, contact details).
- Communications you send us (emails, form submissions on our website such as https://xilinweb.org/contact/, or replies to texts).

Information collected automatically:

- Website usage data (IP address, browser type, pages visited, device information) via cookies or similar technologies when you visit our site.
- Message delivery and interaction data related to SMS/MMS (e.g., delivery status, replies such as STOP or HELP).

We do not collect more information than needed for the purposes described in this policy.

2. How We Use Personal Information

We use personal information for the following purposes:

- To provide adult day care, in-home services, and related support according to care plans.
- To communicate with clients about service-related matters (e.g., scheduling/rescheduling visits, pick-up times, home visits, van schedules, service updates or issues).
- To communicate with employees about work schedules and operational matters.
- To respond to inquiries, provide customer support, and manage our relationship with you.
- For internal business operations (record-keeping, quality assurance, auditing, IT security).
- To improve our services and website.
- To comply with legal, regulatory, reporting, or safety obligations (including those related to IDoA, healthcare/senior services, or public safety).
- In connection with any corporate or organizational changes (e.g., restructuring), with appropriate protections.

We do not use mobile numbers or SMS-related data for marketing or promotional purposes beyond the operational communications described.

3. How We Share Personal Information

We do not sell personal information. We do not share mobile information (including phone numbers, opt-in status, or message content) with third parties or affiliates for marketing or promotional purposes.

We may share information only in these limited circumstances:

- **Service providers / subcontractors**: Trusted vendors who help us operate (e.g., messaging platforms such as Dialpad or similar for SMS delivery, cloud hosting, IT support, or customer service tools). They receive only the minimum data needed and are contractually required to protect it and use it solely for providing services to us.
- **Authorized parties involved in care**: Case managers, IDoA, or other authorized entities as needed to deliver services under care plans (with appropriate consents or legal authority).

- **Legal and safety requirements**: When required by law, court order, subpoena, or to protect rights, safety, property, or respond to security/health incidents.
- **Business transfers**: In the event of a merger, acquisition, reorganization, or similar transaction involving Xilin, with notice where required.

4. SMS/MMS Text Messaging

We send conversational, service-related text messages to clients and employees who have consented (via website form, verbally in person or by phone, or as part of service enrollment/assignment). Messages concern scheduling, home visits, service updates, employee work schedules, and similar operational matters. Frequency varies. Message and data rates may apply.

- You may opt out at any time by replying **STOP**.
- Reply **HELP** for assistance or more information.
- Consent is not a condition of receiving services (where applicable under law).
- We maintain records of consent.

Our privacy practices for mobile data are as stated throughout this policy, including the explicit statement that no mobile information will be shared with third parties/affiliates for marketing/promotional purposes.

5. Data Security

We take the security of your personal information very seriously and have implemented reasonable physical, technical, and administrative safeguards to protect your data from unauthorized access, use, or disclosure. However, no method of transmission over the Internet or electronic storage is 100% secure. We cannot guarantee absolute security.

6. Data Retention

We retain personal data only as long as necessary to fulfill the purposes outlined in this policy (including providing services, maintaining records, and meeting legal/regulatory obligations), or as otherwise required by applicable law. When no longer needed, we securely dispose of or de-identify the information.

7. Your Rights and Choices

Depending on applicable law (including Illinois law and any relevant federal rules), you may have rights to:

- Access the personal information we hold about you.
- Request correction of inaccurate information.
- Request deletion of your information (subject to legal retention requirements).

- Opt out of certain processing or marketing (note: we do not use mobile data for marketing).
- Withdraw consent for SMS messaging (reply STOP).
- Lodge a complaint with a supervisory authority if applicable.

To exercise these rights or ask questions, contact us using the details below. We will respond to verifiable requests within a reasonable time and as required by law. We may need to verify your identity.

You can also manage website cookies through your browser settings.

8. Children's Privacy

Our services are primarily for seniors, adults, and families. We do not knowingly collect personal information from children under 13 without appropriate parental consent where required. If you believe we have collected such information, please contact us so we can address it.

9. Changes to This Privacy Policy

We reserve the right to modify this Privacy Policy at any time in our sole discretion. Changes will be effective immediately upon posting on this page, with an updated "Last Updated" date. For material changes, we will provide notice by email (where we have an address) or a prominent notice on our website. Your continued use of our services after the effective date constitutes acceptance. If you do not agree, you should stop using the services and, where applicable, request deletion of your information or opt out of messaging.

10. Contact Us

For questions about this Privacy Policy, privacy practices, SMS consent, or to exercise your rights:

Xilin Association
1050 Warrenville Road
Lisle, IL 60532
Phone: 630-355-4322
Fax: 630-355-4326
Email: contact@xilin.org

You may also reach specific department managers or supervisors using the contact information listed on our website (https://xilinweb.org/contact/).