

## **Terms and Conditions for SMS Communications**

### **Klamath 911 Communications District**

#### **1. Purpose**

These Terms and Conditions govern the use of SMS (Short Message Service) communications by the Klamath 911 Communications District to its employees and agency partners. The purpose is to ensure timely, secure, and compliant communication regarding official district operations and emergency services.

#### **2. Consent to Receive Messages**

By opting in to receive SMS messages from the Klamath 911 Communications District, you consent to receive text messages related to your employment, including but not limited to:

- Emergency alerts and incident notifications

You may opt out at any time by contacting the District's administrative office at (541) 884-4876.

#### **3. Message Frequency**

Message frequency will vary based on operational needs and emergency situations. Standard message and data rates may apply depending on your mobile carrier.

#### **4. Privacy and Security**

Messages may contain sensitive operational information. The District will:

- Use secure, approved platforms for sending messages
- Avoid including personally identifiable information (PII) or protected health information (PHI) unless necessary and authorized
- Conduct periodic reviews to ensure compliance with applicable privacy and security regulations

#### **5. Records Retention**

All SMS communications related to official business are considered public records and will be retained in accordance with Oregon public records laws and applicable federal regulations. Messages will be archived using secure systems to ensure accessibility and compliance.

#### **6. Device Usage**

Employees must use agency-approved devices or applications for sending and receiving official SMS messages. Personal devices used for official communication may be subject to public records retention and review.

### **7. Authorized Use**

Only authorized personnel may send SMS messages on behalf of the District. Employees must not use SMS for personal or unofficial communication under this program.

### **8. Opt-In/Opt-Out Procedures**

Employees are not required to opt in to these messages. Opting out of these messages can be done by contacting Klamath County 911 Communications District directly. Employees must notify the District of any changes to their mobile number to maintain communication.

### **9. Changes to Terms**

The Klamath 911 Communications District reserves the right to update these Terms and Conditions. Employees will be notified of any changes via official communication channels.