

Privacy Policy

SMS Alarm Notification Service (Employee Use Only)

1. Introduction

This Privacy Policy describes how we collect, use, and protect information in connection with our SMS-based alarm notification service (the “Service”). The Service is used to deliver operational alerts to authorized employees as part of their job responsibilities.

2. Information We Collect

We collect and maintain the following information for the purpose of delivering alarm notifications:

- Employee name
- Mobile phone number
- Role or on-call assignment
- Alarm acknowledgement responses (e.g., SMS replies such as “ACK”)
- Message delivery and interaction logs

We do **not** collect personal information beyond what is necessary to provide the Service.

3. How We Use Information

Information is used solely to:

- Deliver operational alerts (e.g., system alarms, equipment conditions, safety notifications)
- Enable employees to acknowledge alarms
- Manage on-call notification routing and escalation
- Maintain records of alarm delivery and acknowledgement

We do **not** use this information for marketing or promotional purposes.

4. Consent and Enrollment

Employees are enrolled in the Service as part of their operational responsibilities. Phone numbers are collected and maintained by the organization.

By participating in the Service, employees consent to receive SMS messages related to operational alerts.

5. Message Frequency

Message frequency varies depending on system events. Employees may receive multiple messages during active alarm conditions. Typical volume ranges from 0 to 10 messages per day, but may vary.

6. Opt-Out Instructions

Employees may opt out of SMS messages at any time by replying:

STOP

Upon receipt of a STOP message:

- SMS notifications will be disabled for that number
- The employee may be removed from the notification roster
- Alternative escalation procedures may be used

To resume messages, employees may reply:

START

or contact their supervisor.

7. Help Instructions

Employees may request assistance by replying:

HELP

or by contacting their supervisor.

8. Data Sharing and Disclosure

We do **not** sell, rent, or share personal information with third parties for marketing purposes.

Information may be shared only with:

- Service providers required to deliver SMS messages (e.g., telecommunications providers)
- Internal personnel responsible for system operations and support
- Authorities if required by law or regulation

9. Data Security

We implement reasonable administrative, technical, and organizational safeguards to protect personal information against unauthorized access, disclosure, or misuse.

10. Data Retention

Information related to alarm notifications and acknowledgements is retained only as long as necessary for operational, auditing, and compliance purposes.

11. Employee Responsibilities

Employees are responsible for:

- Maintaining accurate contact information
- Responding to operational alerts as required
- Safeguarding their devices and access credentials

12. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be communicated through appropriate internal channels.

13. Contact Information

For questions about this policy or the SMS alarm notification service, please contact your supervisor.