

# SMS Privacy Policy

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Effective Date: 6/22/2006

Company Name: Skill Creations, Inc.

## 1. Introduction

Skill Creations, Inc. (“we,” “our,” or “us”) is committed to protecting the privacy and confidentiality of the individuals and families we serve. This SMS Privacy Policy explains how we collect, use, and safeguard your information when you opt in to receive text messages from us.

Our services include in-home support and Intermediate Care Facility (ICF) group home services for individuals with developmental disabilities in North Carolina.

## 2. Information We Collect

When you enroll in our SMS communications, we may collect:

- Your mobile phone number
- Your name or contact information (if provided)
- Message content and responses
- Communication preferences (e.g., opt-in/opt-out status)

We only collect the minimum information necessary to provide communication services.

## 3. How We Use Your Information

We use your information to:

- Send appointment reminders, scheduling updates, and service notifications
- Communicate important information regarding care or services
- Respond to your questions or requests
- Provide administrative or operational updates

We do not use SMS for marketing unrelated to our services.

## 4. Healthcare Privacy & Confidentiality

Skill Creations, Inc. takes privacy seriously, especially when it involves sensitive health-related information.

- We strive to comply with applicable privacy laws, including HIPAA where applicable
- SMS messages are not always a secure form of communication, so we limit the amount of

sensitive or protected health information (PHI) shared via text

- For confidential or detailed health discussions, we may direct you to more secure communication methods

## **5. Consent to Receive SMS Messages**

By opting in to receive text messages from Skill Creations, Inc.:

- You consent to receive informational SMS messages related to services and care
- Message frequency may vary based on your needs and services
- Consent is not a condition of receiving services

## **6. Message & Data Rates**

Standard message and data rates may apply based on your mobile carrier plan.

## **7. Opt-Out Instructions**

You may opt out of SMS communications at any time by replying STOP to any message. After opting out, you will receive a confirmation message and no further SMS messages will be sent unless you re-enroll.

## **8. Data Sharing and Disclosure**

We respect your privacy:

- We do not sell, rent, or share your personal or mobile information with third parties for marketing purposes
- We may share information with trusted service providers solely for the purpose of delivering SMS services
- We may disclose information if required by law or to protect the safety and rights of individuals

## **9. Data Security**

We implement reasonable safeguards to protect your information, including administrative, technical, and physical protections. However, no communication method (including SMS) is 100% secure.

## **10. Data Retention**

We retain SMS-related information only as long as necessary to provide services, maintain required records, and comply with legal obligations.

## **11. Your Rights**

You have the right to request access to your information, request corrections, and request deletion where applicable. To exercise your rights, contact us using the information below.

## **12. Children and Protected Individuals**

Our services are designed to support individuals with developmental disabilities. Communication consent may be provided by a parent, legal guardian, or authorized representative, in accordance with applicable laws.

## **13. Changes to This Policy**

We may update this SMS Privacy Policy from time to time. Updates will be posted with a new effective date.

## **14. Contact Information**

Skill Creations, Inc.

Email: [info@skillcreations.com]

Phone: [919-734-7398]

Address: 2105 Royall Avenue, Goldsboro, NC 27534

## **Compliance Statement**

Skill Creations, Inc. does not share mobile opt-in data with third parties for marketing or promotional purposes.