

Terms and Conditions of KDHE's use of SMS with Short Codes

Use of KDHE text message-based services is subject to the following Terms and Conditions. These terms constitute a legal agreement. Please read them carefully.

1. These terms and conditions apply to short message service ("SMS") text messages sent by Salesforce for multiple purposes, including tracking the condition of individuals during self-isolation who have tested positive for the COVID-19 virus and tracking the condition of individuals during self-quarantine who have been determined to have been exposed to COVID via contact tracing.
2. Message and data rates may apply for any messages sent to you from us and to us from you. The number of messages will vary. Individuals who elect to be monitored by SMS will receive a monitoring message every 3 (three) days while they are in self-quarantine. The number of additional messages sent by SMS in a given exchange will vary, as it is determined by the specific replies made by the user. Once the system has enough information, it will update the condition rating of the individual in the system and tell the individual what to expect next. (For example, the system may reply "Thank you for monitoring your health during your quarantine. As long as you are not currently experiencing any symptoms of COVID-19, today is your last day of quarantine. This means that you can return to work and your normal daily activities tomorrow.")
3. Individuals may opt-in to participate in the program via the communication method that best suits them: phone call, SMS, or email.
4. **You can cancel the SMS service at any time. Just text "STOP" in response to the text message you received.** 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 that particular short code or long code.** If you want to join again, just send "START" to the code you previously sent "STOP" to.
5. If at any time you need help, just text "HELP" in response to the text message you received to see a list of options, which include changing your communication preference from SMS. After you send the SMS message "HELP" to us, we will respond with instructions on how to receive help as well as how to unsubscribe.
6. If you have any questions about your text or data plan, it is best to contact your wireless provider. For questions about the services KDHE provides, contact us at kdhe.covidinvestigation@ks.gov or call (785) 296-1500.
7. KDHE is not be liable for any delays in the receipt of any text messages. Delivery is subject to effective transmission from your network operator. Carriers are not liable for delivered or undelivered messages.
8. Data obtained from you in connection with this text messaging service may include your mobile phone number, your carrier's name, and the date, time and content of your messages, and other information you provide to KDHE as part of this service. KDHE may use this information to contact you and provide services you requested from KDHE. By agreeing to participate in KDHE SMS text messaging, you agree to the collection and use of your information. If you have questions regarding how KDHE collects, uses, shares, and protects information, please read our SMS privacy policy at _____.