



SMS PRIVACY POLICY & CONSENT

PURPOSE

Positive Behavior Steps Corporation uses secure text messaging as a primary communication method with employees and families for scheduling, service coordination, reminders, and general administrative communication. Messaging is conducted through a business phone platform to maintain reliability and confidentiality.

HIPPA & CONFIDENTIALITY

We take privacy seriously and make reasonable safeguards to protect Protected Health Information (PHI).

Text messaging will be used **ONLY** for:

- Session reminders and schedule changes
- Staffing notifications
- Cancellation updates
- General service coordination
- Administrative communication

You may **NOT** send:

- Full clinical session notes
- Assessment results
- Detailed medical history
- Sensitive details unless necessary and requested

Because standard SMS is not fully encrypted, there is always a small risk when communicating via text. By opting in, you acknowledge and accept this risk.

DATA SHARING

Customer and employee data is not shared with third parties for marketing or promotional purposes. Mobile opt-in and consent are never shared with any party for any reason. Any information sharing described elsewhere in company policies excludes mobile opt-in data. We do not sell, rent, or share mobile phone numbers or SMS consent data with third parties for marketing or promotional purposes.

MESSAGING TERMS & CONDITIONS

By providing your phone number and agreeing to receive texts, you consent to receive text messages from Positive Behavior Steps Corporation at (626)-940-5180 for informational and coordination purposes.

- Consent is not a condition of employment or services
- Message frequency varies
- Message and data rates may apply
- Reply **STOP** at any time to unsubscribe
- Reply **HELP** for assistance
- You may also contact us at HR@pbxsteps.org or 626-940-5180

APPROPRIATE USE

Text messaging is intended for coordination only. It should not be used for:

- Emergencies
- Clinical crisis situations
- Time-sensitive medical decisions
- If an urgent situation occurs, please call 911 or contact the office directly.



Mobile Information Use and Sharing

Mobile information will not be shared with third parties for marketing or promotional purposes. Data collected is used solely for our business operations and will not be shared externally for marketing.

SMS Registration Data

We use your phone number to send you registration confirmations. Your phone number will not be shared with third parties except as required by law.

Data Sharing and Security

We do not transfer or share your personal information with external organizations under any circumstances. We implement strict policies and security measures to prevent unauthorized access or sharing of your data.

Opt-Out of SMS Messages

You may opt out of receiving SMS messages from us at any time by replying **STOP** or **UNSUBSCRIBE** to any message.

Required SMS Disclosures:

You will receive appointment reminders and account notifications via SMS.
Message frequency varies; expect up to 4 messages per month.
Message and data rates may apply.

Opt-Out Instructions:

Text STOP to 626-940-5180
to opt out of SMS messages.
Text HELP to 626-940-5180 for assistance.

Call to Action:

The opt-in script must include the following URLs:

Privacy policy: <https://pbxsteps.org/privacy-policy-1>

Terms and conditions: <https://pbxsteps.org/privacy-policy-1>

If so, you consent to receive messages from Positive Behavior Steps Corporation, +16269405180 regarding Informational. Message frequency varies. Message and data rates may apply. Reply STOP to unsubscribe or HELP for assistance. Privacy policy: <https://pbxsteps.org/privacy-policy-1>. Terms and conditions: <https://pbxsteps.org/privacy-policy-1>.

CONSENT

By signing below, you acknowledge:

- You agree to receive SMS communications from Positive Behavior Steps Corporation.
- You understand SMS may not be fully secure.
- You may withdraw consent at any time by replying **STOP**.
- You understand messaging will be limited to necessary communication related to services or employment.

Employee Name

Phone Number



Employee Signature

Date