

DePaul

Text Messaging Terms and Conditions

Effective Date: 7/17/2026

Rev: 2.5

Definition

For purposes of these Terms and Conditions, **“text messaging”** means sending and receiving written messages using mobile phones or approved electronic systems, including standard text messages (SMS) provided by mobile phone carriers and messaging tools such as Microsoft Teams.

1. Purpose of These Terms and Conditions

These Text Messaging Terms and Conditions describe how DePaul Group (“DePaul”) uses, protects, and governs text messaging communications with residents, clients, program participants, and other individuals.

Text messaging may include messages sent through DePaul systems, such as Microsoft Teams, or standard mobile phone texting services provided by wireless carriers.

These Terms and Conditions combine important privacy information and requirements for using DePaul’s text messaging services and are intended to provide clear expectations for all participants.

These Terms and Conditions supplement, and do not replace, DePaul’s Notice of Privacy Practices or any other privacy rights or protections that may apply under DePaul policy or applicable law.

2. Voluntary Use of Text Messaging

Text messaging with DePaul is **optional**. Choosing not to use text messaging will not affect your eligibility for housing, services, programs, or support provided by DePaul.

You may stop participating in text messaging at any time.

3. What Text Messaging Is Used For

Text messaging may be used for non-urgent, service-related communication, including:

- Appointment reminders or scheduling updates
- Program or service coordination
- General questions or follow-up related to DePaul services
- Routine operational communication

Text messaging is intended as a **convenience communication method and not a primary system of record**.

Text messaging is **not used for emergencies, crisis situations, or urgent medical or mental health needs**. If you have an emergency, call 911 or your local emergency number.

4. Consent to Receive Messages

By choosing to communicate with DePaul by text message, you agree that:

- DePaul staff may send you service-related text messages
- Messages may be sent, received, and stored using DePaul-approved systems, including Microsoft Teams, and standard mobile phone texting services (SMS) provided by your wireless carrier
- Messages may be received on your personal mobile device

Message frequency may vary based on your interactions with DePaul.

Your consent may be documented through a signed paper form, electronic form, or other electronic acknowledgment process approved by DePaul. You may be asked to acknowledge or sign a consent form confirming your agreement to these Terms and Conditions.

5. Information Collected and Use

When you communicate with DePaul by text message, DePaul may collect or process:

- Your mobile phone number
- The text messages you send and receive
- Message details such as date, time, sender, recipient, and delivery status

DePaul uses this information, subject to applicable law and DePaul policies, for legitimate service and operational purposes, including:

- Supporting your participation in DePaul programs or housing
- Communicating reminders or updates
- Meeting safety, quality, legal, and compliance requirements

Authorized DePaul staff may review text messages as part of their job responsibilities and in accordance with DePaul policies and applicable law.

DePaul does not sell, share, rent, or otherwise disclose mobile phone numbers, mobile opt-in information, or text messaging consent information to third parties or affiliates for marketing or promotional purposes. Information may be shared with service providers, telecommunications carriers, technology platforms, and other vendors as necessary to deliver text messaging services or comply with applicable law.

6. Privacy and Security

DePaul takes reasonable steps to protect information shared through text messaging. However, no electronic communication method is completely secure. Messages may be subject to risks beyond DePaul's control, including those related to mobile devices, wireless carriers, and internet services.

Different messaging technologies may apply different security controls.

7. Health and Sensitive Information

Some DePaul programs are subject to laws that protect health and behavioral health information.

Text messaging is **not a substitute for secure clinical or medical records systems**. For your protection, avoid sending detailed medical, treatment, mental health, substance-use, HIV-related, financial, or other sensitive personal information by text whenever possible.

8. Appropriate Use and Limitations

Text messaging must not be used for:

- Emergencies or crisis situations
- Urgent medical, mental health, or safety concerns
- Threatening, abusive, or inappropriate messages
- Harassment or misuse of DePaul staff or systems

DePaul does not continuously monitor text messages and cannot guarantee immediate responses. **Response times may vary depending on the messaging method used.**

9. Message and Data Rates

Standard message and data rates **may apply** depending on your mobile phone plan and wireless carrier. DePaul does not charge a fee for text messaging.

10. Personal Device Responsibility

You are responsible for:

- Securing your mobile device, for example, by using a passcode
- Preventing unauthorized access to messages
- Notifying DePaul if your phone number changes

DePaul is not responsible for disclosures that occur if your device is lost, stolen, shared, or accessed by others.

11. Records Retention

Text messages may be stored and retained in accordance with DePaul's legal, regulatory, and record-keeping requirements. Some messages may become part of DePaul's official records.

Text messages should not be assumed to be private or automatically deleted.

If a text message becomes part of a record covered by applicable privacy laws, your rights under DePaul's privacy policies and applicable law continue to apply.

12. Opt-Out and Ending Text Messaging

You may stop receiving text messages at any time by:

- Notifying DePaul staff, or
- Following any opt-out instructions provided to you

Where supported by the messaging service, you may also opt out by replying **STOP**, **END**, **CANCEL**, **UNSUBSCRIBE**, **QUIT**, or similar instructions provided by DePaul.

After opting out, DePaul will stop sending text messages as soon as reasonably possible. Depending on the messaging service, DePaul may send a confirmation message acknowledging your opt-out request.

13. Changes to These Terms and Conditions

DePaul may update these Text Messaging Terms and Conditions from time to time to reflect changes in technology, messaging platforms, or legal requirements. Updated versions will be made available through DePaul's usual communication channels and, when applicable, on DePaul's website.

14. Questions and Support

If you have questions about these Terms and Conditions or DePaul's text messaging practices, you may contact DePaul staff or DePaul's Privacy Officer.

For assistance with text messaging services, contact DePaul staff or the appropriate program representative.

If your concern involves privacy rights or a privacy complaint, you may also use the complaint process described in DePaul's Notice of Privacy Practices.

Document Control

Rev 2.5 – Renamed document from “Text Messaging Communication Notice” to “Text Messaging Terms and Conditions”; updated internal references accordingly while retaining prior Microsoft SMS template elements and privacy-related terms.