Callaway County Ambulance District

2614 Fairway Drive, Fulton, Missouri 65251

Employee Text Messaging Privacy Policy

Effective 11/23/2026

Scope

This policy covers the text messaging program the Callaway County Ambulance District (the District) uses to reach its employees. Messages go only to employees who have given written consent, never to the public.

Information We Collect

For this program, the District collects:

- The employee's name, cell phone number, certification level, station assignment, and employment status.
- The signed consent form, records of messages sent and their delivery status, replies to the District number, and opt-out requests.

How We Use the Information

The District uses this information only to send employees messages about shift coverage, staffing, meetings, weather, training, and other operations, and to record replies such as shift acceptances. It is never used for advertising or marketing.

Sharing of Information

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Text messaging originator opt-in data and consent will not be shared with any third parties. The District uses a messaging service provider (Twilio) and a secure database provider (Supabase) solely to deliver messages and store program records on the District's behalf. These providers may not use the information for any other purpose.

Message Frequency, Costs, and Help

Message frequency varies with staffing and operational needs. Message and data rates may apply according to the employee's wireless plan. Reply HELP for help or contact Chief Anderson at 573-550-8124 or canderson@callawayambulance.org.

Opting Out

Employees may reply STOP to any District message to stop receiving messages. They will receive one confirmation and no further messages until they reply START. Carriers are not liable for delayed or undelivered messages.

Security and Retention

Program records are stored in a password-protected system that only authorized District supervisors and administrators can access. Patient information is never sent by text message. As a public governmental entity, the District retains records according to the Missouri Secretary of State records retention schedules, and records may be subject to the Missouri Sunshine Law (Chapter 610, RSMo).

Changes and Contact

The District will post any update to this policy at this address. Direct questions to Chief Anderson at 573-550-8124 or canderson@callawayambulance.org.