

Background

Text messaging is an additional method of communication that Integrity Resolutions Inc. may utilize to reach out to its clients, customers, and donors. For the purposes of this document, mass text messages are defined as texts sent to a predetermined group of persons with whom the sender is not in direct, personal contact on a regular basis. Text messaging may also be utilized for a targeted message to an individual that is time-sensitive in nature.

Guiding Principles

- Preserve texting as an additional channel for important communications as outlined in the Categories of Messages section. Integrity Resolutions Inc. will keep texts to a minimum to ensure that clients, customers, and donors remain in the texting program and do not opt-out because of overuse.
- All mobile information the subscriber shares will remain confidential and will only be used by Integrity Resolutions Inc. representatives to assist the subscriber. Integrity Resolutions Inc. does not share phone numbers with external sources. Website Privacy Policy of Integrity Resolutions Inc. at integrityresolutions.org/privacy, and the policies of any other electronic services or website of Integrity Resolutions Inc. that they may use.

Scope

All mass text messages originating from any employee of Integrity Resolutions Inc. acting in his/her professional capacity, are included in this procedure. Message frequency may vary.

Categories of Messages

Texting is reserved for information that is considered critical and/or time-sensitive. The following are the categories of mass text messages permitted under this policy:

- Text messaging used to provide information on upcoming events and announcements, important dates and relevant activities.

Text messages will not be used for:

- Repeat reminders of text messages already circulated
- Personal matters (e.g. items for sale)