

# Jordan Valley EMS Authority

## Mobile Messaging Terms of Service & Privacy Policy

**Effective Date:** September 18, 2026

**Entity Name:** Jordan Valley EMS Authority

**Website:** <https://jvemsa.org>

**Contact Email:** Jyonkman@jvemsa.org

**Contact Phone:** (231) 536-7881

**Mailing Address:** P.O. Box 920, East Jordan, MI 49727

### PART 1: MOBILE MESSAGING TERMS AND CONDITIONS

These Mobile Messaging Terms and Conditions govern the internal mobile messaging program operated by Jordan Valley EMS Authority ("Authority", "we", "us", or "our").

#### 1. Program Description & Purpose

Jordan Valley EMS Authority utilizes Short Message Service (SMS) and Multimedia Messaging Service (MMS) communications strictly for internal operational purposes. Messages are sent to active personnel, employees, technicians, and operational contractors. Message types include, but are not limited to:

- Operational service dispatch notices and emergency response communications
- Shift coverage requests, schedule changes, and duty notifications
- Administrative station announcements and facility advisories
- Time-sensitive internal management notices

We do not use our mobile text messaging program for marketing, telemarketing, advertising, or public promotional campaigns.

#### 2. Opt-In and Verification

Personnel and staff opt in to receive mobile messages during employment onboarding, new hire orientation, or operational registration by signing the internal Employee Contact & Communication Agreement. Providing a mobile phone number constitutes express written consent to receive operational text messages from Jordan Valley EMS Authority.

### 3. Message Frequency

Message frequency is variable. The number of text messages you receive will depend directly on operational demand, duty shift schedules, emergency call volumes, and administrative needs.

### 4. Cost, Fees, and Rates

Jordan Valley EMS Authority does not assess any fees to send or receive mobile messages. However, **message and data rates may apply** depending on your personal wireless provider and mobile rate plan. Check with your mobile service provider for pricing details.

### 5. Opt-Out Instructions (STOP)

You may unsubscribe and opt out of receiving mobile text messages at any time:

- To discontinue receiving messages, reply with the keyword **STOP, QUIT, CANCEL, END, or UNSUBSCRIBE** to any message received from Jordan Valley EMS Authority.
- Upon texting STOP, you will receive one single automated confirmation message confirming that you have been removed from our mobile messaging list.
- After this confirmation, you will receive no further mobile text messages unless you re-enroll through internal administration.

### 6. Support and Assistance (HELP)

For help or assistance with our mobile messaging service:

- Reply with the keyword **HELP** to any text message received.
- Email our administrative team at: [jyonkman@jvemsa.org](mailto:jyonkman@jvemsa.org)
- Call our administrative office at: **(231) 536-7881**
- Visit our official website at: <https://jvemsa.org>

### 7. Carrier Liability Waiver

Wireless telecommunications carriers (including, but not limited to, AT&T, T-Mobile, Verizon, and regional wireless carriers) are not liable for delayed, misdirected, or undelivered messages. Delivery of mobile messages is subject to effective transmission by your mobile carrier network.

## PART 2: MOBILE MESSAGING PRIVACY POLICY

Jordan Valley EMS Authority is dedicated to safeguarding your personal information. This Privacy Policy specifically details how mobile data and contact records are handled.

### 1. Information Collected

We collect mobile telephone numbers and related employee contact information solely through voluntary opt-in submission during employee hiring, onboarding, and staff credentialing.

## **2. Use of Information**

Mobile contact information is used exclusively for internal staff communication, operational coordination, emergency dispatch notifications, and shift scheduling.

## **3. Mandatory Non-Sharing Mobile Information Disclosure**

**No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. All other categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.**

Personal mobile numbers, SMS opt-in data, consent logs, and text messaging originator details are treated as confidential administrative records. We do not sell, rent, barter, trade, loan, lease, or share mobile subscriber details with external companies, marketing agencies, advertisers, or third-party service providers for their own promotional purposes.

## **4. Data Storage and Security**

All mobile phone numbers and employee consent records are stored securely in protected administrative files and password-protected operational directories accessible only by authorized administrative and dispatch supervisors.

## **5. Changes and Updates**

Jordan Valley EMS Authority reserves the right to update these terms to maintain compliance with telecommunications standards and wireless carrier industry regulations. Any revisions will be reflected on this page with an updated effective date.

## **6. Contact Information**

If you have any questions regarding these Mobile Terms of Service or our Privacy Policy, please contact:

- **Jordan Valley EMS Authority**
- **Attn:** Administration
- **Email:** [jyonkman@jvemsas.org](mailto:jyonkman@jvemsas.org)
- **Phone:** (231) 536-7881
- **Address:** P.O. Box 920, East Jordan, MI 49727