

Privacy Policy and Terms and Conditions

As of December 3, 2020

About MDHHS Division of Immunization Reminders

The MDHHS Division of Immunization Reminders are intended to expand MDHHS communication and assistance to Michigan residents that are needing additional doses of vaccine to complete a vaccine series and protect them from vaccine preventable diseases.

The Division of Immunization is implementing COVID-19 vaccine Reminders from the Michigan Department of Health and Human Services (MDHHS) in order to assist the vaccine recipient with remembering to obtain the recommended second dose vaccine. Vaccine-Recipient agreement is not being obtained in advance during the COVID-19 pandemic per the FCC Public Notice DA 20-793 released July 28, 2020 entitled **CONSUMER AND GOVERNMENTAL AFFAIRS BUREAU CLARIFICATION ON EMERGENCY COVID-19 RELATED CALLS**, CG Docket No. 02-278 (<https://docs.fcc.gov/public/attachments/DA-20-793A1.pdf>) MDHHS Division of Immunization does implement text message reminder functionality that is Opt-In for non-pandemic vaccine series allowing the vaccine recipient to choose to receive text message reminders. There are Opt-Out procedures for the vaccine recipient (see Opt Out section) for both pandemic and non-pandemic alike. This policy will explain how we will use the information as well as other terms and conditions.

These Texting Terms and Conditions apply for both the COVID Opt-Out Pandemic period as well as for vaccine that are not pandemic related when you provide prior express consent to receive text messages from MDHHS messaging from us. This includes one-time or recurring texts related to your immunization status that is reported in the Michigan Care Improvement Registry (MCIR). At enrollment for future recurring texting programs, we will specify the frequency and number of texts and information on how to unsubscribe and seek assistance. Text messages will be sent to your mobile number using an automatic dialing system. Message and Data rates may apply. Text messaging may not be available via all carriers.

Your privacy is important to us. Your private information is not shared with anyone or used except as described in this Privacy Policy or as otherwise required by law. By agreeing to participate in the future MDHHS Division of Immunizations Reminders, you agree to the collection and use of information in accordance with this policy. Under no circumstances will we be liable for any direct or indirect, incidental, consequential, special, exemplary, or punitive damages arising out of or in connection with use of text messaging whether or not we have been advised of the possibility of such damages.

We are able to deliver message to the following mobile phone carriers: Major carriers: AT&T, Verizon Wireless, Sprint, T-Mobile, MetroPCS, U.S. Cellular, Alltel, Boost Mobile, Nextel, and

Virgin Mobile. Minor carriers: Alaska Communications Systems (ACS), Appalachian Wireless (EKN), Bluegrass Cellular, Cellular One of East Central IL (ECIL), Cellular One of Northeast Pennsylvania, Cincinnati Bell Wireless, Cricket, Coral Wireless (Mobi PCS), COX, Cross, Element Mobile (Flat Wireless), Epic Touch (Elkhart Telephone), GCI, Golden State, Hawkeye (Chat Mobility), Hawkeye (NW Missouri), Illinois Valley Cellular, Inland Cellular, iWireless (Iowa Wireless), Keystone Wireless (Immix Wireless/PC Man), Mosaic (Consolidated or CTC Telecom), Nex-Tech Wireless, NTelos, Panhandle Communications, Pioneer, Plateau (Texas RSA 3 Ltd), Revol, RINA, Symmetry (TMP Corporation), Thumb Cellular, Union Wireless, United Wireless, Viaero Wireless, and West Central (WCC or 5 Star Wireless). ***Carriers are not liable for delayed or undelivered messages***

Messages sent by text may not be delivered if the mobile device is not in range of a transmission site, or if sufficient network capacity is not available at a particular time. Even within a coverage area, factors beyond the control of wireless carriers may interfere with message delivery, including the terrain, proximity to buildings, foliage, weather, and the recipient's equipment. We will not be liable for losses or damages arising from (a) non-delivery, delayed delivery, or misdirected delivery of a text message; (b) inaccurate or incomplete content in a text message; or (c) use or reliance on the content of any text message for any purpose. Please contact 517-335-8159 with further questions about MDHHS Division of Immunization Reminders or this policy.

Definitions

“We” or “Us” or “Our” means collectively the MDHHS, or its affiliates, subsidiaries, agents, contractors, or vendors working on MDHHS Division of Immunization Reminders.

What information will be collected?

The MDHHS Division of Immunization Reminders will not ask you to share information. The MDHHS Division of Immunization Reminders does not access additional information from your device or “track” you through your phone. Unemancipated minors (under the age of 18) can sign up for the MDHHS Division of Immunization Reminders only with consent from a parent or legal guardian. The parent or legal guardian must provide the consent to receive texts and agree to this policy.

Who will this information be shared with?

The data you share through the MDHHS Division of Immunization Reminders will not be shared outside MDHHS and will only be used in support of the MDHHS initiatives.

How will this information be used?

To better understand how we might use your data, the following are some of the goals:

- Provide an opportunity to reach individuals to remind them of the need for a subsequent dose of vaccine to complete a vaccine series.

-Reminding individuals of scheduling of appointments, deadlines, and services. We may also share your data if required by law to do so. For example, if a court orders us to turn it over. However, we will make every effort to protect your privacy to the extent allowed by law.

Your Responsibilities

Review this policy periodically to see if it has been modified.

Contact MDHHS Division of Immunization Helpdesk at 888-243-6652 if your number has changed or you no longer wish to receive text messages. Failure to do so may result in messages intended for you being routed to an incorrect recipient.

If you believe your account has been compromised, please contact the Helpdesk to let us know as soon as possible.

If you want to opt-out of further participation, please contact the Helpdesk to let us know. What happens when you opt out is explained below?

Additional Terms and Conditions

Alerts sent via text may not be delivered to you if your phone is not in range of a transmission site, or if sufficient network capacity is not available at a particular time. Even within a coverage area, factors beyond the control of your wireless carrier may interfere with message delivery, including equipment, terrain, proximity to buildings, foliage, and weather. You acknowledge that urgent alerts may not be received timely and that there is no guarantee that alerts will be delivered. By signing up for the MDHHS Division of Immunization Reminders and consenting to receive texts you represent that you are the owner or authorized user of the wireless device you use to subscribe for the service, and that you are authorized to approve the applicable charges. Data sent by MDHHS is sent using standard text protocols and while MDHHS takes all reasonable security precautions, you acknowledge there is some risk that texts and data transmitted between you and MDHHS could be intercepted by third parties. Data obtained from you in connection with this texting service may include your cell phone number, your carrier's name, and the date, time and content of your messages and other information that you may provide. We may use this information to contact you and to provide the services you request from us, and to otherwise operate, develop and improve the service. Your wireless carrier and other service providers may also collect data about your usage, and their practices are governed by their own policies.

Opting Out

We do not require anyone to receive texts for the MDHHS Division of Immunizations Reminders. Residents will have the option to enroll in MDHHS Division of Immunizations recurring text alerts for MDHHS programmatic outreach including reminders.

If you wish to opt out of the MDHHS Division of Immunization Helpdesk after signing up, please contact us: 888-243-6652

Please text “STOP” in reply to any text message you receive from the MDHHS Division of Immunizations to stop receiving future text messages. Note if you have signed up for other texting programs with MDHHS, you may still receive texts from those programs. We will not delete data already collected. Requesting Help Please text “HELP” in response to a text message you received for additional assistance. Dispute Resolution The laws of the State of Michigan, without regard to principles of conflict of laws, govern these terms and conditions. You further agree that any dispute shall be brought by the parties and held and determined only in a Michigan state court or a federal court sitting in that state which shall be the exclusive venue of any such action or proceeding. Privacy Policy Changes This privacy notice may be updated from time to time. We will post the date our policy was last updated at the top of this page. You are agreeing to be bound by the terms as they are modified from time to time.

Who to Contact with Questions or Concerns If you have any concerns or questions about how your personal data is used, please contact: 517-335-8159