

Achieve Home Nursing Services SMS Messaging Policy and Consent Agreement

1. Purpose

Achieve Home Nursing Services uses Ring Central SMS messaging to facilitate clear and efficient communication with employees, potential hires, and administrative personnel. This includes HR updates, staffing notifications, scheduling changes, training reminders, and other essential work-related communications.

2. Compliance with Regulations

Our messaging practices comply with the requirements set forth by RingCentral, CTIA guidelines, and applicable legal standards. We are committed to maintaining the security, trustworthiness, and ethical use of SMS messaging in our organization.

3. Consent & Opt-in Policy

Employees and potential hires must provide express consent before receiving SMS messages from Achieve Home Nursing Services. Consent can be obtained through the following methods:

- Online opt-in form via our company website
- Written consent through onboarding documentation
- Verbal consent during HR or recruitment interactions (logged accordingly)
- Sending a message to opt into SMS communications

Upon opting in, users may receive SMS messages related to their employment, staffing updates, and administrative matters. Marketing messages will not be sent under this policy.

4. Opt-out Policy

Recipients can opt out of receiving messages at any time by replying “STOP” to any SMS they receive from Achieve Home Nursing Services. Opt-out requests will be processed immediately, and the recipient will no longer receive SMS messages from us.

5. Message Content and Frequency

- Messages will strictly pertain to recruiting, HR, staffing, and administrative communications for current employees and potential applicants.

- No more than 50 messages will be sent per originating number per minute.
- No promotional, marketing, or third-party lead generation messages will be sent.
- No messages will contain prohibited content such as loan advertisements, credit repair, political messages, or content referencing alcohol, tobacco, firearms, or controlled substances.

6. Privacy and Data Protection

- Phone numbers provided for SMS messaging will not be shared with third parties or affiliates for marketing purposes.
- Personal data will be securely stored and used strictly for business-related communications.
- Employees and potential hires will have access to our full Privacy Policy, which clearly outlines how data is collected, stored, and used.

7. Automated Messaging and Compliance

- Automated messages will only be sent from numbers registered under an approved TCR campaign.
- Each automated message will include opt-out language (e.g., "Reply STOP to opt out of messages").
- All opt-in and opt-out actions will be logged and tracked to ensure compliance.

By implementing this policy, Achieve Home Nursing Services ensures full compliance with industry standards while maintaining effective communication with our employees and potential hires.