

## **Kansas Department for Children and Families Mobile Communications Privacy Policy**

### **Privacy Notice**

In this DCF Mobile Communications Privacy Policy, the term "us" may be used to refer to DCF and "you" may be used to refer to the consumer.

This DCF Mobile Communications Privacy Policy is intended to inform you of DCF's policies and practices regarding the collection, use and disclosure of any Personal Information you submit to us via electronic communications. "Personal Information" means information about you that is personally identifiable such as your name, e-mail address, and other non-public information, and includes any information regarding your application and case with DCF.

### **User Consent**

By opting in or otherwise allowing DCF to send communications to you electronically, you agree to the terms and conditions of this DCF Mobile Communications Privacy Policy and DCF's Notice of Privacy Practices, and you expressly consent to DCF's use and processing of any Personal Information submitted to DCF electronically according to this DCF Mobile Communications Privacy Policy and DCF's Notice of Privacy Practices.

### **Collection and Use of Information**

**Personal Information:** In general, DCF collects Personal Information that consumers submit voluntarily.

**Information Collected Via Technology:** As you communicate with DCF via electronic communications, certain information may also be passively collected and stored on our server logs, including your Internet protocol address, browser type, and operating system.

**Use and Disclosure of Information:** DCF does not sell, trade, rent, or share consumers' Personal Information with third parties, unless a consumer asks or authorizes us to do so, or such disclosure is permitted under state and federal law. Personal Information you submit to us via Self-Service Portal (SSP) will be used to better tailor the features, performance, and support of DCF and to offer you services, information, opportunities, and functionality from us. You agree that DCF may disclose your Personal Information in accordance with federal and state law. By agreeing to receive SMS messages you consent to us sharing your Personal Information under the circumstances described in this notice.

You agree that DCF may provide some or all of your Personal Information to third-party service providers who work on behalf of or with us to help DCF communicate with you. Examples of such services include sending text messages, emails, phone calls, data extraction and update process, analyzing data, and providing consumer service. DCF requires our third-party service providers to guarantee that consumers' Personal Information will not be used except as necessary to provide the relevant services and cannot share or otherwise use Personal Information other than as permitted by federal and state law.

**The Ability of Others to View your Information:** Helping consumers to protect their information is a vital part of our mission. It is up to you to make sure you are comfortable with the information you choose to provide us with and the information you choose to publish.

**Your Choices Regarding Receipt of Texts and Emails From DCF:** When you receive electronic communications from DCF, you may indicate a preference to stop receiving further communications from

us and you will have the opportunity to "opt-out" by following the unsubscribe instructions provided in the message you receive or by contacting us directly to walk you through the process.

Despite your indicated preferences, we may send you administrative messages regarding DCF, including, for example, administrative confirmations, and notices of updates to our DCF Mobile Communications Privacy Policy and Notice of Privacy Practices, if we choose to provide such notices to you in this manner.

### **Feedback**

If you provide feedback to us, we may use and disclose such feedback for any purpose, provided we do not associate such feedback with your Personal Information. We will collect any information contained in such feedback and will treat the Personal Information in it in accordance with this Communications Service Privacy Policy.

You agree that any such comments and any email we receive becomes our property. You agree that we may use feedback for marketing purposes or to add to or modify our services without paying any royalties or other compensation to you.

### **Security**

DCF is committed to protecting the security of your Personal Information. We use a variety of industry standard security technologies and procedures to help protect your Personal Information from unauthorized access, use, or disclosure, in accordance with state and federal law.

Even though DCF and its vendors have taken significant steps to protect your Personal Information, the security risks associated with Personal Information cannot be completely eliminated.

### **Contact and Revisions**

If you have questions or concerns about the DCF Mobile Communications Privacy Policy, please contact us by calling the DCF Customer Service Assistance line at 1-833-765-2003. This DCF Mobile Communications Privacy Policy is subject to occasional revision at our discretion, and if we make any substantial changes in the way we use your Personal Information, we will post an alert on this page.

Continued use of mobile and electronic communication from DCF following your receipt of notice of any such changes shall indicate your acknowledgement of such changes and agreement to be bound by the terms.

## **DCF Terms of Service**

### **Introduction**

The Kansas Department for Children and Families (DCF) and its authorized agent may use a combination of text messages, emails, and phone calls to advise consumers about messages related to your application or ongoing case and information from DCF about general programs and services. Text messages to your phone and automated emails are two of the primary methods that may be used to contact you regarding your benefits.

DCF and its authorized agent will communicate with clients about program participation and critical updates about the process via text message, email, and automated voice call. The phone number you provide at the time of signing up for the service (or update afterwards) is the number that will be used to send text messages and automated voice calls regarding benefits. If the phone number you provide is not valid, your phone number will be marked as invalid, and we will cease all communications using text messaging and automated voice calls. By opting in to receive communications from DCF, you expressly consent to all such methods of communications regarding this service.

### **Canceling the Service**

You can stop receiving texts from DCF at any time. Just text the keyword "STOP", or key in the option for "STOP" to an automated voice call that provides the option at any time. After you send the text message "STOP" or key in STOP to DCF, we will send you a text message or a voice response to confirm that you have been unsubscribed. After this, you will no longer receive text messages or automated voice calls from DCF. If you want to join again, just text the keyword "START" to the number used for DCF's communications, and we will start sending communications to you again.

### **Receiving Help**

If you are experiencing issues with the messaging program you can text the keyword "HELP" or key in the option for HELP to an automated voice call that provides the option, at any time for more assistance, or you can get help directly by calling the DCF Customer Service Assistance line at 1-833-765-2003.

### **Messaging / Data Rates**

Message and data rates may apply for any SMS text messages received from or sent to DCF. Message frequency varies. Carriers are not liable for delayed or undelivered messages. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

### **Further Information**

DCF is committed to protecting the security of your Personal Information. We use a variety of industry standard security technologies and procedures to help protect your Personal Information from unauthorized access, use, or disclosure, in accordance with state and federal law.