



## **SMS Terms & Conditions – The Town of Grimshaw**

**Effective Date:** December 9, 2025

### **1. Service Provider**

The Town of Grimshaw, Alberta, Canada

Website: <https://grimshaw.ca>

Town Office Phone: (780) 332-4626 | Email: [info@grimshaw.ca](mailto:info@grimshaw.ca)

### **2. Purpose of SMS Messaging**

SMS messages are used strictly for internal operational and emergency alert purposes for Town employees only. Messages may include infrastructure alerts, facility alarms, emergency notifications, and operational service disruptions. This service is not used for marketing, promotions, public alerts, or customer communications.

### **3. Eligibility**

This service is available only to authorized employees and contractors who have been who have provided written consent.

### **4. Consent (Opt-In)**

Consent is obtained through a signed internal paper opt-in form. No public subscription, keyword signups, or online opt-in forms are used. By signing the opt-in form, the employee agrees to receive SMS messages for operational and emergency purposes.

### **5. Message Frequency**

Message frequency will vary based on operational requirements, system activity, and emergency conditions. Messages are not sent on a scheduled or recurring marketing basis.

### **6. Message & Data Rates**

Standard message and data rates may apply depending on the employee's mobile carrier and service plan.

The Town of Grimshaw is not responsible for any carrier charges incurred.

## **7. Opt-Out & Help Instructions**

Employees may opt out at any time by replying STOP. Employees may reply HELP for support or assistance.

Once STOP is received, SMS delivery will cease until written consent is re-established.

## **8. Privacy & Data Use**

Mobile phone numbers are used solely for internal operational and emergency communications and are not shared with third parties, sold, or used for marketing purposes. Phone numbers are stored securely with restricted access.

## **9. No Marketing Use**

The Town of Grimshaw does not send promotional, advertising, campaign, or marketing SMS messages.

## **10. Changes to These Terms**

These terms may be updated periodically to reflect operational, regulatory, or policy changes. Continued participation constitutes acceptance of the current terms.