

Cumberland Mountain Community Services Board SMS Privacy Policy

Effective Date: 10/01/2026

The SMS Service is only available for employees of Cumberland Mountain Community Services Board. The only way to sign-up for this service is by interacting with our Human Resources or Information Technology departments.

1. Information We Collect

We collect personal information that you voluntarily provide to us when you sign up for our SMS services, fill out a form, or opt-in to receive SMS/text messages from us. This includes:

- Your name
- Your mobile phone number
- Your email address
- Any other details you choose to provide

2. How We Use Your Information

We use the information we collect solely for the purpose of operating our business and communicating with you, including:

- Sending scheduling or agency pertinent SMS messages (only when you have explicitly opted in)
- Responding to your inquiries or support requests

3. Data Sharing and Disclosure

We do not sell, rent, or share your mobile phone number or personal information with third parties for their marketing or promotional purposes.

We may share your information with trusted third-party service providers (such as our SMS gateway providers) strictly to facilitate and deliver the messages or services you requested. These providers are bound by strict data protection obligations.

4. Opt-Out and Control

You can cancel the SMS service at any time. Simply reply **"STOP"** to any message you receive from us. After you send **"STOP"**, we will unsubscribe you from the SMS service. After this, you will no longer receive SMS messages from us.

If you need assistance, reply **"HELP"** to any message or contact us directly at 276-964-6702.

5. Message and Data Rates

Message and data rates may apply for any messages sent to you from us and to us from you. Message frequency varies based on your interactions.

6. Data Security

We implement appropriate technical and organizational security measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction.

7. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us at:

- **Business Name:** Cumberland Mountain Community Services Board
- **Email:** info@cmcsb.com
- **Phone:** 276-964-6702
- **Address:** 196 Cumberland Rd, Cedar Bluff, VA 24609