

Kaleideum SMS Support Communications

Kaleideum (“Company,” “we,” “us,” or “our”) provides SMS messaging services through Microsoft Teams Phone (“Teams SMS Service”) to communicate with members, participants, partners, and other contacts.

Information We Collect:

In connection with the Teams SMS Service, we may collect the following categories of information:

- Contact information, such as mobile phone numbers, names, and any identifiers you choose to provide in your messages.
- Message and usage data, including message content, timestamps, delivery status, and interaction history (for example, replies such as “STOP,” “HELP,” or other keywords).

We may also collect limited technical and account information, such as the Teams user associated with a conversation, your organization’s identifiers, and configuration or campaign registration details required by The Campaign Registry (TCR) and carriers.

SMS Consent:

By opting in to our messaging services, you consent to the collection and use of your information as described in this Privacy Policy. We do not share end-user data with third parties. You may withdraw your consent at any time by using the opt-out mechanisms described below. However, this may limit your ability to use certain SMS-related features or receive certain notifications from Kaleideum. Message and data rates may apply.

SMS Terms & Conditions:

You agree to receive informational and support messages in relation to your membership or participation in Kaleideum events and programs. The nature and frequency of SMS messages you receive depend on how you interact with our organization (for example, support conversations, event reminders, or other business-related communications).

Our Team’s SMS Service is intended for conversational and transactional communications, not for bulk marketing or promotional campaigns, and message content must comply with Microsoft’s and carriers’ acceptable use restrictions. You may opt out of SMS communications at any time by responding STOP to any SMS message that you receive from Kaleideum. Also, you may reply START to resume SMS communications. Only the phone number that sends the STOP keyword is opted out of receiving messages. Message and data rates may apply.

SMS Customer Care:

For more info on SMS service for Kaleideum, contact the Kaleideum Support Team at (336) 767-6730 or email info@kaleideum.org. You can opt out of receiving SMS messages from us at any time by replying “STOP” (or as instructed in the message), after which we will cease sending further SMS messages to that number, except for legally required or system-confirmation messages where permitted.

For help with the Teams SMS Service, reply “HELP” or contact us using the contact information in this document.

We will honor opt-out requests within a reasonable period and will not attempt to bypass or ignore opt-out or “STOP” instructions.

SMS Privacy Policy:

This Privacy Policy applies only to personal information collected, processed, or generated in connection with SMS messages sent or received using our Microsoft Teams Phone numbers enabled for SMS.

Other products, websites, and services we provide may be governed by separate privacy notices, which should be read together with this Privacy Policy where applicable.

This Privacy Policy governs the way we collect, use, maintain, and disclose information collected from users of our messaging services. We do not share end-user data with third parties. Your mobile opt-in will not be shared with other companies.

Data Sharing and Disclosure:

We do not sell or share mobile numbers or SMS opt-in information with third parties for their own marketing purposes.

Mobile numbers, message content, and related data may be shared with trusted service providers who support the operation and delivery of the Teams SMS Service, such as:

- Microsoft (as provider of Microsoft Teams and related cloud services)
- Telecommunications carriers, aggregators, and messaging platforms used to route and deliver SMS messages

These providers are permitted to use the data only as necessary to provide services to us and are subject to confidentiality and security obligations.

We may also disclose information where required by law, regulation, legal process, or governmental request, or to protect our rights, safety, users, or the public.

Data Retention:

We retain SMS-related personal information only for as long as necessary to fulfill the purposes described in this Privacy Policy, including providing the Teams SMS Service, complying with applicable laws, resolving disputes, and/or enforcing agreements.

Retention periods may vary depending on legal, regulatory, or contractual requirements (for example, recordkeeping and audit obligations associated with 10DLC and campaign registration).

Data Security:

We implement reasonable technical and organizational measures to protect SMS-related personal information against unauthorized access, loss, misuse, or alteration, considering the nature of the data and the risks involved.

These measures may include access controls, in-transit encryption, logging, and monitoring implemented within Microsoft 365 and associated systems.

No system can be completely secure, and you are encouraged to avoid including highly sensitive information (such as payment card details or government identifiers) in SMS messages.

Children's Data:

The Team's SMS Service is intended for use by adults in a business or organizational context and is not directed towards children under the age of 13 (or other age as defined by local law).

We do not knowingly collect or process SMS-related personal information from children without appropriate consent and safeguards as required by law.

Changes To This Privacy Policy:

We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or the Teams SMS Service.

When changes are made, the "Last updated" date below will be revised, and where required by law, you will be notified or asked to re-consent.