



DENVER HUMAN SERVICES ELECTRONIC COMMUNICATIONS TERMS AND CONDITIONS

By choosing, or opting in, to receive text messages and/or email communications from Denver Human Services, you agree to the Terms and Conditions outlined below.

You acknowledge that you have read and fully understand the consent (opt-in and opt-out) form. You acknowledge that you understand and agree to the risks associated with the use of email and text message. You acknowledge and understand that your cellular phone and/or email service provider may charge you for the messages you receive from Denver Human Services, and that Denver Human Services is not responsible for these charges.

CONDITIONS FOR THE USE OF EMAIL AND TEXT MESSAGES:

Denver Human Services will use reasonable means to protect the security and confidentiality of text messaging information sent and received; however, due to the risks outlined below we cannot guarantee the confidentiality and security of text messages and emails. Therefore, clients granting permission for the use of email and text messaging waive the right to seek and collect damages for unintentional and improper releases of information.

SOME OF THE RISKS ASSOCIATED TO THE USE OF EMAIL AND TEXT MESSAGES:

- a. Email and text messages can be circulated, forwarded, or stored in electronic files.
- b. Email and text message senders can easily misaddress an email or text and send the information to an undesired/unintended recipient.
- c. Email and text messages can be intercepted, altered, forward, or used without authorization or detection.
- d. Email and text messaging may not be secure, and therefore it is possible that a third party may breach the confidentiality of such communications.
- e. Backup copies of emails and text messages may exist even after the sender and/or recipient has deleted his or her copy.
- f. Emails and text messages can be used as evidence in court.
- g. Emails and text messages can be lost in transmission.

SOME HELPFUL INFORMATION ABOUT EMAIL AND TEXT MESSAGES:

- a. Denver Human Services will never request or deliver Personal Identifiable Information (PII) or Protected Health information (PHI) through text messages.
- b. Denver Human Services emails containing PII and/or PHI will always be sent encrypted. Clients responding to these emails will be provided with automatic encryption.
- c. You may opt out by revoking your consent in writing to DHS at any point.
- d. Denver Human Services is not liable for breaches of confidentiality caused by you or any third party.

It is your responsibility to follow up and/or schedule an appointment if an appointment is needed.