SMS and Voice Reminder Program Data

Chautauqua County operates an SMS text message and voice reminder program to deliver appointment reminders, recertification reminders, and related service notifications to clients who have given consent to receive these messages during their intake or ongoing service with the county. Chautauqua County's messaging provider, TipCo Automated Systems, delivers these messages on the county's behalf.

What we collect. If you are enrolled in the reminder program, we collect and process your mobile phone number, your messaging preferences (language and preferred channel), your consent record (how and when you consented and the exact wording presented to you), and delivery and interaction metadata (message sent and delivered timestamps, opt-out events, and call outcomes).

How we use it. We use this information solely to deliver reminders related to your interaction with the county (appointments, recertification deadlines, service follow-ups) and for audit and compliance purposes. We do not use the reminder program for marketing or promotional content.

Retention. Phone numbers and consent records are retained for six (6) years, consistent with HIPAA record-retention requirements where applicable, or for the duration of Chautauqua County's services agreement with TipCo Automated Systems, whichever is longer. Opt-out records are retained permanently so that no client who opts out is re-contacted.

Sharing. We do not sell, rent, or share mobile phone numbers or opt-in information with third parties for marketing purposes. Mobile opt-in data is not shared with third-party partners.

Message content is retained only as needed to deliver and audit the message.

Opting out. You may opt out of all future reminder messages at any time by replying STOP, STOPALL, UNSUBSCRIBE, CANCEL, END, or QUIT to any SMS message, or by pressing 9 or saying "stop" during any voice reminder call. Opt-outs are permanent and apply to both SMS and voice reminders for that phone number.

Questions. For questions about the reminder program or your data, contact Chautauqua County DMHSS at 716-661-8200, Monday–Friday, 8:30 a.m.–4:30 p.m. Eastern Time.