ALTERNATE SOLUTIONS HEALTH NETWORK

SMS Privacy Policy

Dedicated mobile messaging privacy disclosure

Effective date: November 19, 2026

1. Scope

This SMS Privacy Policy explains how Alternate Solutions Health Network (ASHN) collects, uses, and protects information related to its optional SMS text messaging program, including messages sent through Workday. This SMS Privacy Policy applies to that program. It supplements the ASHN HIPAA Notice of Privacy Practices (https://ashealthnet.com/wp-content/uploads/2026/11/ASHN_Notice_of_Privacy_Practices_Final_2026.pdf), which governs protected health information as applicable.

2. Information collected

When you opt in, ASHN may collect your mobile phone number, consent and enrollment records (including the date, time, and method of consent), communication preferences, opt-out requests, and technical message delivery information.

3. How information is used

ASHN uses mobile messaging information to send the messages you requested or authorized, administer and support the messaging program, process STOP and HELP requests, troubleshoot delivery, and comply with legal and carrier requirements. Message frequency varies. Message and data rates may apply. Consent to receive text messages is not a condition of receiving healthcare, employment, or other services.

4. No sale or marketing sharing

We do not sell or share your SMS opt-in data or personal information with third parties for marketing purposes. Mobile phone numbers, SMS opt-in data, consent records, and related contact information will not be shared with or sold to third parties or affiliates for marketing, promotional, or commercial purposes. Consent to receive messages from ASHN is not transferred to other businesses or used for their own campaigns.

5. Service providers and required disclosures

ASHN may provide information to service providers that deliver or support the messaging program (for example, messaging infrastructure providers), only as needed to provide those services and not for their independent marketing. ASHN may disclose information if required by law.

6. Your choices

Reply STOP to any ASHN text message to opt out at any time; you may receive one final message confirming your opt-out. Reply HELP for help, or contact ASHN at (937) 299-1111 or Employee.Communications@ashealthnet.com. Carriers are not liable for any delayed or undelivered messages.

7. Contact information

Alternate Solutions Health Network, ATTN: Compliance Department, 1050 Forrer Boulevard, Kettering, OH 45420; (937) 298-1111, ext. 1308.

Related documents: Notice of Privacy Practices (https://ashealthnet.com/wp-content/uploads/2026/11/ASHN_Notice_of_Privacy_Practices_Final_2026.pdf); SMS Terms and Conditions (https://ashealthnet.com/wp-content/uploads/2026/11/ ASHN_SMS_Terms_and_Conditions_FINAL_2026-11-19.pdf).