

Policy

SMS Terms & Conditions Policy

April 2026

The IPS★ITCS Group SMS Terms & Conditions

At The IPS Group (IPS★ITCS), including its operating divisions such as D Street Operations, we provide internal SMS (text message) communications to employees, contractors, and authorized personnel as part of our operational workflows. This policy outlines the terms and conditions governing our SMS messaging program, including the types of messages sent, how consent is obtained, message frequency, fees, and how recipients can opt out.

Program Description

The IPS★ITCS Group operates an internal SMS notification program for the purpose of supporting tool room operations, asset tracking, and related operational communications. Messages are sent exclusively to employees and contractors of D Street Operations and IPS★ITCS who have provided documented consent to receive SMS communications. The program is operational and informational in nature; no marketing, promotional, or advertising messages are sent through this program.

Types of Messages You May Receive

Recipients enrolled in the SMS program may receive the following categories of messages:

- Shift-end reminders listing company tools and equipment currently checked out to the recipient, sent approximately 30 minutes prior to the end of the recipient's scheduled shift.
- Overdue return alerts notifying the recipient of company tools or equipment that have not been returned by the expected return date.
- Confirmation messages acknowledging successful tool checkout or check-in.
- Operational notifications related to tool room availability, equipment recalls, or safety advisories.

Consent and Opt-In

Enrollment in the SMS program is voluntary. Consent is obtained through one or more of the following methods:

- Written authorization provided during employee onboarding paperwork.
- Affirmative selection of the SMS Opt-In field in the employee's record within the IPS★ITCS personnel database.
- Reply of START, YES, or UNSTOP to a previously received SMS from the program.

By providing consent, the recipient agrees to receive SMS messages from The IPS Group (IPS★ITCS) and its operating divisions related to the operational purposes described above. Consent is not a condition of employment, and recipients may opt out at any time without affecting their employment status or access to company resources.

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Message Frequency

Message frequency varies based on the recipient's tool checkout activity and shift schedule. Recipients may receive up to four (4) messages per day. Most recipients will receive zero to two messages per shift, with no messages sent on days the recipient does not have tools checked out.

Message and Data Rates

Message and data rates may apply. The IPS Group (IPS★ITCS) does not charge recipients for SMS messages, but standard messaging and data rates from the recipient's mobile carrier may apply depending on the recipient's wireless service plan. Recipients are responsible for any charges from their mobile carrier related to receiving SMS messages.

Opt-Out Instructions

Recipients may opt out of the SMS program at any time by replying with any of the following keywords to any SMS message received from the program:

- STOP
- END
- QUIT
- CANCEL
- UNSUBSCRIBE

Upon receipt of an opt-out keyword, the recipient will receive a single confirmation message acknowledging the opt-out, after which no further SMS messages will be sent to that mobile number under the program. Recipients may re-subscribe at any time by replying START, YES, or UNSTOP, or by contacting their tool room attendant or supervisor.

Help and Support

Recipients may request assistance at any time by replying HELP or INFO to any SMS message. A response will be provided with contact information for the program administrator. Recipients may also contact the IPS★ITCS office directly using the contact information provided at the end of this policy.

Privacy and Data Handling

Personal information collected as part of the SMS program, including mobile telephone numbers and message activity, is handled in accordance with the IPS★ITCS Privacy Policy. Mobile telephone numbers, opt-in status, and message records are used solely for the operational purposes of the SMS program and are not sold, rented, or shared with third parties for marketing purposes. Information may be shared with trusted third-party service providers (such as our SMS delivery provider) who are contractually obligated to protect the confidentiality of recipient data and use it solely to deliver the program.

For complete details on how IPS★ITCS collects, uses, and protects personal information, please refer to the IPS★ITCS Privacy Policy.

No Mobile Information Sharing

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The IPS Group (IPS★ITCS) does not share mobile telephone numbers, opt-in status, or SMS consent information with third parties or affiliates for marketing or promotional purposes. Information sharing is limited to subcontracted service providers required to operate the program (for example, our SMS delivery provider), and such providers are contractually prohibited from using the information for any other purpose.

Eligibility

The SMS program is available only to employees, contractors, and authorized personnel of D Street Operations and IPS★ITCS who are at least eighteen (18) years of age and hold a valid mobile telephone number capable of receiving SMS messages within the United States.

Changes to These Terms

The IPS Group (IPS★ITCS) may update these SMS Terms & Conditions from time to time to reflect changes in our practices, regulatory requirements, or carrier guidelines. The most current version of this policy will be posted on our website. Continued participation in the SMS program after such updates constitutes acceptance of the revised terms. Material changes will be communicated to active program participants via SMS or other appropriate channel.

Contact Information

If you have any questions or concerns about this SMS Terms & Conditions Policy, your enrollment in the SMS program, or the handling of your personal information, please contact us at:

Phone: 1-281-479-4277

Fax: 1-281-479-4728

Email: info@theipsgroup.us

The IPS Group
1238 Center Street
Deer Park, TX 77536

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Revision History

Rev	Rev Date	Rev By	Approved By	Description
1.0	04.29.2026	Kirk		Initial Policy Document

Approvals:

Policy Owner

Print Name

Date

Signature

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