Privacy Policy Concerning Text Communications

East Dakota Educational Cooperative d/b/a Teachwell Solutions ("Teachwell," "we," "us," or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and share information in connection with our SMS/MMS text messaging services.

1. Information We Collect

When you opt in to receive SMS messages from Teachwell, we collect:

- Your mobile phone number
- Your name (if provided)
- Any preferences or content you submit via text response
- Transactional or message interaction data (such as delivery timestamps and status)

2. How We Use Your Information

We use the information we collect to:

- Send you the SMS messages and alerts you have opted in to receive
- Provide customer support and respond to your inquiries
- Improve our messaging services

3. Non-Sharing of Mobile Information (Mandatory for 10DLC)

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties, except with vendors/service providers (such as our SMS platform or carrier aggregators) strictly for the purpose of delivering text messages on our behalf. Teachwell may also disclose information when required by law, including in response to a subpoena, court order, or public records request.

4. Your Opt-Out Rights

You can cancel the SMS service at any time. Simply reply **STOP** to any text message you receive from us. After you send **STOP**, we will send you a reply to confirm that you have been unsubscribed, and you will no longer receive SMS messages from us.
If you need help, reply **HELP** for assistance or contact us at info@teachwell.org

5. Data Security

We use reasonable and appropriate technical and organizational safeguards to protect your personal information against unauthorized access, loss, or alteration.

6. Contact Us

If you have questions about this Privacy Policy, please contact us at Teachwell Solutions, 715 E 14th St., Sioux Falls SD 57104, info@teachwell.org, 605-367-7680.

Adopted on: 11/17/2026