

SMS Privacy Policy

Effective Date: July 30, 2026

IUOE Local 18 ("we," "us," or "our") respects your privacy and is committed to protecting the personal information of our members, applicants, permit holders, and users of our services.

This SMS Privacy Policy explains how IUOE Local 18 collects, uses, and protects information related to text message communications.

Information We Collect

When you provide your mobile phone number to IUOE Local 18, we may collect and maintain:

- Your mobile phone number
- Your name and member account information
- SMS consent records, including when and how you opted in to receive text messages
- Message delivery information and responses related to our SMS communications

How You Opt In to SMS Communications

Members and authorized users may opt in to receive SMS communications through the member portal while logged into their account. During the opt-in process, users provide consent to receive service-related text messages from IUOE Local 18 at the mobile phone number associated with their account.

SMS consent is voluntary and is not required as a condition of purchasing services or maintaining membership.

How We Use SMS Communications

IUOE Local 18 uses SMS messaging to support our member services, including:

- The PRIZM member portal
- Authorized mobile applications
- One-time login verification codes (two-factor authentication)
- Out of Work List registration confirmations
- Hiring Hall dispatch notifications

- Member dispatch communications
- Account-related notifications
- Customer care and support communications

SMS messages are transactional and service-related only. IUOE Local 18 does not use SMS messaging for marketing, advertising, or promotional purposes.

Sharing of Mobile Information

IUOE Local 18 does not sell, rent, or share mobile phone numbers or SMS consent information with third parties for marketing or promotional purposes.

SMS opt-in information and consent records are used solely for providing authorized IUOE Local 18 services and communications. Mobile information may be shared only with service providers that assist IUOE Local 18 in delivering these communications and are contractually obligated to protect this information.

SMS Consent

By providing your mobile phone number and consenting to receive SMS messages from IUOE Local 18, you agree to receive service-related text messages at the number provided.

Message frequency may vary depending on your membership activity, Hiring Hall activity, account activity, and requested services.

Message and data rates may apply depending on your mobile carrier and phone plan.

Opt-Out Instructions

You may stop receiving SMS messages at any time by replying:

STOP

After you send STOP, you will receive confirmation that you have been unsubscribed from SMS communications. You may continue to receive important non-SMS communications related to your membership or account.

To request assistance with SMS communications, reply:

HELP

or contact IUOE Local 18 Member Services:

Phone: 216-432-3138

Email: memberservices@oe18.org

Data Security

IUOE Local 18 maintains reasonable administrative, technical, and organizational safeguards designed to protect personal information from unauthorized access, disclosure, alteration, or misuse.

Changes to This Policy

IUOE Local 18 may update this SMS Privacy Policy periodically. Any changes will be posted on this page with an updated effective date.