

## EXHIBIT A

### City of Knob Noster Privacy Policy

Effective Date: 03/04/2025

#### 1. Introduction

The City of Knob Noster is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you interact with us, including through our website cityofKN.net, and our text messaging services related to utility notifications.

#### 2. Information We Collect

We may collect the following information from residents who opt into text message notifications:

- Personal Information – Name, mobile phone number, customer account number, and billing status.
- Automated Data – Message timestamps and interaction logs (opt-ins/opt-outs).

#### 3. How We Use Your Information

We use the collected information to:

- Send text reminders about upcoming or overdue water and sewer bills.
- Provide service-related notifications, such as maintenance updates.
- Ensure compliance with regulations and improve our services.
- Communicate important account-related information.

#### 4. Opt-In & Opt-Out Procedures

We only send text messages with your explicit consent. Opting in can be done via our website, in person at City Hall, or by responding to an invitation text.

- To opt-out, reply STOP at any time to stop receiving messages.
- To re-enroll, reply START or update your preferences on our website.
- Message frequency may vary, and standard message and data rates may apply based on your mobile carrier's terms.

#### 5. How We Protect Your Information

We take reasonable precautions to protect your personal information from unauthorized access. Text message data is securely stored and is never sold, shared, or used for marketing purposes. Only authorized personnel have access to your data for official city communications.

## 6. Third-Party Services

The City partners with trusted third-party providers to manage text messaging and billing services:

- Dialer System – Sends automated billing reminders and service updates.
- Storage & Billing System – Securely stores customer account details.

These providers must comply with strict data privacy standards and cannot use your information for any purpose other than official city communications.

## 7. No Guarantee of Message Delivery

While we aim to send timely notifications, we cannot guarantee the delivery of messages due to:

- Mobile carrier restrictions
  - Network issues or technical difficulties
  - Outdated or incorrect contact details
- Residents should continue to monitor their utility accounts for important updates.

## 8. Compliance with Laws

We follow all federal and state regulations, including:

- The Telephone Consumer Protection Act (TCPA)
  - The CAN-SPAM Act
  - Other applicable laws governing text messaging.
- We do not send marketing messages—only important service notifications.

## 9. Changes to This Privacy Policy

The City may update this policy periodically to reflect regulatory changes. Any significant updates will be announced via official city channels, including our website and public notices.

10. Contact Information For questions, updates to your messaging preferences, or privacy concerns, contact: 📞 660-563-2595

🌐 CityofKN.net

📍 City of Knob Noster, MO

By opting into our text messaging service, you acknowledge and agree to the terms outlined in this Privacy Policy.

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## SMS Terms & Conditions

### Consent for SMS Communication

By providing your phone number and opting in, you agree to receive utility-related text messages from the City of Knob Noster. You may reply STOP to opt out at any time. We do not sell or share your consent or phone number with third parties for marketing purposes.

### Types of SMS Communications

Residents who opt in may receive:

- Billing reminders for upcoming or overdue payments.
- Service updates, including maintenance and interruptions.

### Message Frequency & Standard Disclosures

- Message frequency may vary depending on service needs.
- Standard message & data rates apply per your carrier's plan.
- Opt-out: Reply STOP to discontinue SMS messages.
- Opt-Out Message Example: STOP
- Help: Reply HELP or call 660-563-5634 or visit cityofKN.net

*"Thank you for opting out of SMS messages from the City of Knob Noster. You will no longer receive messages from us. To opt back in, reply START."*

Help Message Example:

*"Thank you for contacting the City of Knob Noster. For assistance, visit cityofKN.net or call 660-563-2595."*

This SMS Terms & Conditions section ensures compliance while providing clear expectations for residents.