

## Terms of Service for Maryland COVID Link

### COVID Link

1. The COVID Link program is part of the Maryland Department of Health's Contact Tracing program, which uses SMS and other methods to:

- A. Track the condition of individuals during self-isolation who have tested positive for the COVID-19 virus; and
- B. Track the condition of individuals during self-quarantine who have been determined to have been exposed to COVID via Contact Tracing.

Individuals may opt-in to participate in the program via the communication method that best suits them: phone call, SMS, or email. **Individuals can opt-out of SMS messages at any time.**

Individuals who elect to be monitored by SMS will receive a monitoring message once a day while they are in self-quarantine or once every 3 (three) days while they are in self-isolation. The number of additional messages sent by SMS in a given exchange will vary, as it is determined by the specific replies made by the user. Once the system has enough information, it will update the condition rating of the individual in the system and tell the individual what to expect next. (For example, the system may reply "Thank you. Please continue to self-isolate and we'll check in on you again in 3 days. Reply HELP for help.")

**2. You can cancel the SMS service at any time.** Just text "HELP" to see a list of options, which include changing your communication preference from SMS either email or a phone call. Or just text "STOP" to the short code. After you send the SMS message "STOP" to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, just sign up as you did the first time and we will start sending SMS messages to you again.

3. If you are experiencing issues with the messaging program you can reply with the keyword HELP for more assistance, or you can get help directly at 800-559-6410.

4. Carriers are not liable for delayed or undelivered messages.

5. As always, message and data rates may apply for any messages sent to you from us and to us from you. You will receive at least one monitoring message daily while you are in self-quarantine or at least once every 3 (three) days while you are in self-isolation. The total number of messages sent per day will vary based on your answers to questions asked about your current condition. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

6. If you have any questions regarding privacy, please read our privacy policy: <https://go.md.gov/ct/cv/pp>