DHS SEBT SMS Privacy Policy

The Hawaii State Department of Human Services SEBT SMS (DHS SEBT SMS) service, and the associated website available at https://sunbucks.dhs.hawaii.gov/ are owned and operated by the State of Hawaii and the Hawaii State Department of Human Services. In this DHS SEBT SMS Privacy Policy “us” may be used to refer to DHS and “you” may be used to refer to the customer.

This DHS SEBT SMS Privacy Policy (referred to as the "DHS SEBT SMS Privacy Policy") is intended to inform you of DHS policies and practices regarding the collection, use and disclosure of any information you submit to us to use operating DHS SEBT SMS.

This includes "Personal Information”, which is information about you that is personally identifiable such as your name, e-mail address, student case number, and other non-public information that is associated with the foregoing, as well as "Anonymous Information”, which is information that is not associated with or linked to your Personal Information and does not permit the identification of individual persons.

User Consent

By opting in or otherwise using DHS SEBT SMS, you agree to the terms and conditions of this DHS SEBT SMS Privacy Policy and the associated Mobile Terms of Service you expressly consent to the processing of your Personal Information and Anonymous Information according to this DHS SEBT SMS Privacy Policy.

Regarding Children

Children under the age of 18 are not permitted to use DHS SEBT SMS. Protecting the privacy of children is very important to the DHS. Thus, if we obtain actual knowledge that a user signed up for the service is under 18, DHS will take steps to remove that user's Personal Information from our databases.

Collection and Use of Information

Personal Information: In general, DHS collects Personal Information that customers submit voluntarily through https://sunbucks.dhs.hawaii.gov/.

Mobile Contact Information: We do not share mobile contact information with third parties or affiliates for marketing or promotional purposes. Information may be shared with subcontractors in support services, such as customer service. All other categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

Information Collected Via Technology: As you use DHS SEBT SMS, certain information may also be passively collected and stored on our server logs, including your Internet protocol address, browser type, and operating system.

Use and Disclosure of Information: DHS does not sell, trade, rent, or share customers' Personal Information with third parties, unless a customer asks or authorizes us to do so, or such disclosure is permitted under state and federal law.

This DHS SEBT SMS Privacy Policy states that Personal Information you submit to us via the SEBT webform will be used to provide you access to DHS SEBT SMS, to improve DHS SEBT SMS, to better tailor the features, performance, and support of DHS SEBT SMS, and to offer you additional information, opportunities, and functionality from us.

You agree that DHS may disclose your personal information if such disclosure is necessary to comply with relevant laws or to respond to subpoenas or warrants served on DHS. By agreeing to receive SMS messages you consent to us sharing your Personal Information under the circumstances described in this notice.

You agree that DHS may provide some or all of your Personal Information to third-party service providers who work on behalf of or with us to provide some of the services and features of DHS SEBT SMS and to help us communicate with you. Examples of such services include sending text messages, phone calls, data extraction and update process, analyzing data, processing payments and providing customer service.

DHS requires our third-party service providers to guarantee that customers' Personal Information will not be used except as necessary to provide the relevant text message services to DHS and cannot share customer Personal Information without DHS express written consent. If you do not want us to use or disclose Personal Information collected about you in the manners identified in this DHS SEBT SMS Privacy Policy, you may choose not use DHS SEBT SMS.

The Ability of Others to View your Information: Helping customers to protect their information is a vital part of our mission. It is up to you to make sure you are comfortable with the information you choose to provide us and the information you choose to publish.

Your Choices Regarding Your Personal Information: We offer customers choices regarding the collection, use, and sharing of your Personal Information. When you receive communications from us, you may indicate a preference to stop receiving further communications from us and you will have the opportunity to "opt-out" by following the unsubscribe instructions provided in the message you receive or by contacting us directly to walk you through the process (please see contact information below).

Despite your indicated preferences, we may send you administrative messages regarding DHS SEBT SMS, including, for example, administrative confirmations, and notices of updates to our DHS SEBT SMS Privacy Policy if we choose to provide such notices to you in this manner. You may change any of your profile information by editing it in the profile settings page.

You may request deletion of your Personal Information by contacting us by calling the SUN Bucks Customer Service toll-free at 1-888-975-SEBT(7328) or the "Contact Us" button at https://sunbucks.dhs.hawaii.gov, but please note that we may be required (by law or otherwise) to keep this information and not delete it (or to keep this information for a certain time, in which case we will comply with your deletion request, only after we have fulfilled such requirements).

Feedback

If you provide feedback to us, we may use and disclose such feedback for any purpose, provided we do not associate such feedback with your Personal Information. We will collect any information contained in such feedback and will treat the Personal Information in it in accordance with this DHS SEBT SMS Privacy Policy. You agree that any such comments and any email we receive becomes our property. You agree that we may use feedback for marketing purposes or to add to or modify our services without paying any royalties or other compensation to you.

Security

We are committed to protecting the security of your Personal Information. We use a variety of industry-standard security technologies and procedures to help protect your Personal Information from unauthorized access, use, or disclosure. Even though we have taken significant steps to protect your Personal Information, no company, including us, can fully eliminate security risks associated with Personal Information.

Contact and Revisions

If you have questions or concerns about the DHS SEBT SMS Privacy Policy, please contact us by calling the SUN Bucks Customer Service toll-free at 1-888-975-SEBT(7328) or the "Contact Us" button at https://sunbucks.dhs.hawaii.gov.This DHS SEBT SMS Privacy Policy is subject to occasional revision at our discretion, and if we make any substantial changes in the way we use your Personal Information, we will post an alert on this page.

If you object to any such changes, you must cease using DHS SEBT SMS. Continued use of DHS SEBT SMS following notice of any such changes shall indicate your acknowledgement of such changes and agreement to be bound by the terms.