Lindsey Wilson University

SMS/Text & Phone Calling Terms of Service

Effective Date: June 5, 2026

SMS Terms of Service
By opting in to receive SMS/text messages from Lindsey Wilson University, you agree to the following terms.

SMS Program Description: You may receive SMS/text messages from us that include both informational and promotional content, such as:

- Admissions, enrollment, registration, and academic-related communications
- Account, billing, payment, financial aid, and collection-related communications
- Student services, campus resources, and support communications
- Campus operations, events, services, and announcements
- Employment, workforce, and institutional communications
- Promotional messages related to programs, offerings, opportunities, and University events

These messages may be sent to prospective students, applicants, current students, and other individuals who have consented to receive SMS/text communications from the University.

Message Frequency
Message frequency may vary based on your interactions with us. You may receive multiple messages per week depending on your engagement, application activity, event participation, or requests for information.

Opt-In
You may opt in to receive SMS/text messages by:

- Providing your mobile phone number through website forms, applications, or event registrations and selecting the SMS/text consent option
- Submitting an inquiry and explicitly agreeing to receive text messages (for example, by checking a consent box)
- Providing consent through other communication channels where permitted

By opting in, you provide express consent to receive SMS/text messages from Lindsey Wilson University, including messages sent using automated technology, artificial intelligence (AI)-assisted technologies, prerecorded messages, and/or artificial voice technologies.

Consent to receive SMS/text messages is not a condition of enrollment or purchase.

Opt-Out
You may opt out of receiving SMS/text messages at any time by replying: **STOP** to unsubscribe

After you send STOP, you will receive a confirmation message and will no longer receive SMS/text messages from us unless you opt in again by providing consent through an approved University opt-in process.

Help Instructions
For assistance, reply: **HELP**

You will receive a response with instructions on how to obtain support.

You may also contact us directly at:

Email: cis@lindsey.edu
Phone: (270) 384-8017

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

Carrier Disclaimer
Message delivery is subject to your mobile carrier's network availability and is not guaranteed. Supported carriers, message types (including short code, 10DLC, or toll-free messaging), and compatible devices may vary.

Carriers are not liable for delayed or undelivered messages.

Eligibility
By participating in this program, you confirm that:

- You are the authorized user of the mobile number provided
- You have the authority to consent to receive SMS/text messages at that number

Acceptable Use
You agree to use this service only for lawful purposes and not to misuse, disrupt, or interfere with the messaging service.

Phone Calling Terms of Service
By providing your phone number to Lindsey Wilson University, you agree to the following terms regarding phone call communications.

Consent to Receive Calls

You consent to receive phone calls from Lindsey Wilson University, which may include calls made using automated technology, artificial intelligence (AI)-assisted technologies, prerecorded messages, and/or artificial voice technologies.

These calls may be made for informational, transactional, service-related, administrative, student support, account-related, and promotional communications purposes, including:

- Admissions, enrollment, registration, and academic-related communications
- Student services, campus resources, support, and engagement communications
- Account, billing, payment, financial aid, and collection-related communications
- Campus operations, events, services, and announcements
- Employment, workforce, and institutional communications
- Promotional communications related to programs, offerings, opportunities, and University events

Consent to receive phone calls is not a condition of enrollment or purchase.

AI-Assisted and Automated Calling
Some communications may be conducted, facilitated, or supported through automated systems, artificial intelligence (AI)-assisted technologies, prerecorded messages, or artificial voice technologies, as permitted by applicable law.

These technologies may be used to:

- Deliver prerecorded or partially automated messages
- Assist representatives during live calls
- Route or respond to inquiries

You may request to speak with a live representative during a call, where applicable.

Call Recording and Monitoring
Phone calls may be recorded and/or monitored for purposes including:

- Quality assurance
- Training and evaluation
- Record-keeping and compliance

By participating in a call with the University, you acknowledge that calls may be recorded or monitored where permitted by applicable law.

Call Frequency
The frequency of calls may vary based on your interaction with us, including your inquiry status, application activity, event participation, or engagement with our programs.

Opt-Out of Phone Calls

You may opt out of receiving phone calls at any time by:

- Informing the caller during a call
- Contacting us using the contact information provided below
- Following any opt-out instructions provided during the call

We will process opt-out requests in accordance with applicable law.

Use of Information
Information collected during phone communications may be used to:

- Respond to inquiries and provide support
- Assist with admissions, enrollment, registration, and academic-related processes
- Support student services, campus resources, engagement, and success initiatives
- Provide account, billing, payment, financial aid, and collection-related support
- Support employment, workforce, and institutional communications
- Improve services and communication practices
- Maintain records of interactions

Privacy
Information collected through SMS/text and phone communications is handled in accordance with the Lindsey Wilson University Privacy Policy. Please review the Privacy Policy located at https://portal.lindsey.edu/information/privacyPolicy.pdf for information regarding data collection, use, disclosure, security practices, privacy rights, and retention of information.

Changes to Terms
We may update these Terms of Service from time to time. Updates will be posted on this page with a revised effective date. Continued participation in the SMS/text program or phone communications program following any updates constitutes acceptance of the revised Terms.

Contact Us
If you have questions about these Terms of Service, need assistance with SMS/text communications, or wish to exercise an available opt-out option, please contact us at:

Email: cis@lindsey.edu
Phone: (270) 384-8017