

Town of Linn Police Department Privacy Policy & SMS Terms of Service

Effective Date: August 17, 2026

The Town of Linn Police Department respects the privacy of individuals who communicate with the Department. This Privacy Policy and SMS Terms of Service describes how information may be collected, used, maintained, and shared when individuals interact with the Department through its website, telephone services, SMS text messaging, email, or other electronic communications.

This policy applies to information collected through these communication methods. Information collected or maintained by the Department may also constitute a public record or law enforcement record and may be subject to applicable federal and Wisconsin laws governing the collection, retention, disclosure, and confidentiality of government records.

Information We May Collect

The Town of Linn Police Department may collect information voluntarily provided by individuals or obtained in connection with legitimate law enforcement or municipal activities. This information may include:

- Name and contact information;
- Telephone and mobile telephone numbers;
- Email addresses;
- Information submitted through electronic communications;
- SMS text messages and associated communication records;
- Photographs, videos, documents, or other files transmitted to the Department;
- Information related to complaints, incidents, requests for service, investigations, reports, or other law enforcement matters; and
- Other information reasonably necessary to provide law enforcement, public safety, or municipal services.

Information collected as part of a law enforcement investigation, report, call for service, or other official activity may be maintained in Department records in accordance with applicable law and records-retention requirements.

How We Use Information

Information collected by the Town of Linn Police Department may be used to:

- Respond to inquiries and requests for assistance;
- Provide law enforcement and public safety services;
- Communicate with complainants, victims, witnesses, residents, business owners, and other members of the public;

- Conduct or assist with investigations;
- Receive photographs, videos, documents, statements, or other information related to police matters;
- Follow up regarding incidents, complaints, reports, investigations, or requests for service;
- Conduct legitimate Town and Police Department business;
- Maintain records as required or permitted by law; and
- Comply with applicable legal, regulatory, court, or governmental requirements.

The Town of Linn Police Department does not use personal information obtained through SMS communications for commercial marketing, advertising, or promotional purposes.

SMS Terms of Service

Use of SMS Messaging

The Town of Linn Police Department uses SMS text messaging primarily for individual, human-to-human communications between authorized Department personnel and members of the public.

Individuals who communicate with the Department by SMS may receive messages regarding:

- Requests for police assistance or services;
- Police reports and complaints;
- Follow-up regarding incidents or investigations;
- Communications with victims, witnesses, complainants, residents, business owners, and other members of the public;
- Requests for or receipt of photographs, videos, documents, or other information;
- Community and public safety matters; and
- Other legitimate Police Department business.

The Town of Linn Police Department does not use this SMS service for commercial marketing, advertising, mass solicitation, or promotional messages.

Consent to SMS Communications

SMS communications with the Town of Linn Police Department are voluntary.

Individuals may consent to SMS communications by:

- Initiating a text message to the Department;
- Requesting to communicate with Department personnel by text message; or
- Expressly agreeing to communicate by SMS during an in-person interaction, telephone conversation, email exchange, or other direct communication with Department personnel.

For example, a complainant, victim, witness, resident, or other individual may request to send an officer photographs, videos, documents, or other information by text message. Department personnel may provide an SMS-enabled number for that purpose after the individual agrees to communicate by SMS.

Consent to receive SMS messages is **not a condition of receiving law enforcement, emergency, public safety, or other municipal services** from the Town of Linn or Town of Linn Police Department.

Types of SMS Messages

SMS messages may include individual conversations concerning police services, reports, complaints, investigations, incident follow-up, requests for information, receipt of photographs or documents, public safety matters, and other legitimate Department business.

Messages are generally conversational and are sent by authorized Department personnel rather than as automated marketing communications.

Message Frequency

Message frequency may vary depending upon the nature and duration of the communication.

Message and Data Rates

Message and data rates may apply depending upon the individual's wireless carrier and service plan.

Opting Out

Individuals may opt out of SMS communications at any time by replying **STOP** to an SMS message from the Department.

After opting out, the individual will no longer receive SMS messages from that number unless the individual subsequently requests or consents to resume SMS communications.

Help

For assistance with SMS communications, reply **HELP** or visit:

www.townoflinn.wi.gov

Emergency Communications

SMS messaging should **not** be used to report an emergency or request an immediate police response.

For emergencies, call 911.

Privacy and SMS Information

SMS Consent and Mobile Information

Mobile telephone numbers, SMS opt-in information, and SMS consent information are used only as reasonably necessary to facilitate authorized communications and provide Town or Police Department services.

SMS consent is not shared with third parties or affiliates.

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes.

The Town of Linn Police Department does not sell, rent, or provide mobile telephone numbers or SMS consent information to third parties or affiliates for their independent marketing or promotional use.

These restrictions on SMS consent and mobile information do not prohibit disclosures that are required or authorized by law or reasonably necessary for legitimate governmental or law enforcement purposes.

Sharing and Disclosure of Other Information

Information maintained by the Town of Linn Police Department may be shared when reasonably necessary for legitimate governmental, public safety, or law enforcement purposes, including with:

- Other Town departments or authorized Town personnel;
- Law enforcement agencies;
- Prosecutors and courts;
- Emergency services and public safety agencies;
- Government agencies;
- Service providers acting on behalf of the Town; or
- Other persons or organizations when disclosure is authorized or required by law.

Information may also be disclosed in response to lawful public records requests, subpoenas, court orders, or other legal requirements, subject to applicable exemptions, restrictions, balancing tests, and confidentiality requirements.

SMS consent and mobile opt-in information will not be shared with third parties or affiliates for marketing or promotional purposes.

Third-Party Service Providers

The Town and Police Department may utilize third-party technology and communications providers to facilitate telephone, SMS, email, website, records-management, or other governmental services.

Such providers may process information as reasonably necessary to provide services on behalf of the Town or Police Department. Their access to information does not authorize them to use SMS consent or mobile information for independent marketing or promotional purposes.

Information Security

The Town of Linn Police Department takes reasonable administrative, technical, and physical measures to protect information within its custody or control.

However, no method of electronic transmission or storage is completely secure. Individuals should consider the nature and sensitivity of information before transmitting it by SMS, email, or other electronic means.

Records Retention and Wisconsin Public Records Law

Communications with the Town of Linn Police Department, including SMS messages, may constitute government or law enforcement records.

Records may be retained in accordance with applicable records-retention requirements and may be subject to disclosure under Wisconsin public records law or other applicable laws. Certain records or information may be confidential, restricted, or exempt from disclosure as provided by law.

Children's Privacy

The Town of Linn Police Department does not use SMS messaging to knowingly solicit personal information from children for commercial or marketing purposes.

The Department may communicate with juveniles when reasonably necessary for legitimate law enforcement, public safety, investigative, or governmental purposes and in accordance with applicable law and Department procedures.

Changes to This Policy

The Town of Linn Police Department may update this Privacy Policy and SMS Terms of Service periodically to reflect changes in law, technology, Department practices, or communication services.

The current version will be posted on the Department's website with its effective date.

Contact Information

Town of Linn Police Department
W3728 Franklin Walsh Street
Zenda, Wisconsin 53195

Website: www.townoflinnpolice.com

For assistance with SMS communications, reply **HELP** to an SMS message from the Department.

To discontinue SMS communications, reply **STOP** at any time.

For emergencies, call 911.