



ABHR Business Process Outsourcing - Messaging Terms & Conditions

1. Use of Messaging Services

ABHR Staffing Solutions provides messaging services to support your business needs. By using our communication channels, you agree to follow these terms, which apply to all forms of messaging we utilize, including but not limited to:

- **Email**
- **Phone calls**
- **SMS/Text messages**
- **Instant messaging (WhatsApp, Facebook Messenger, etc.)**
- **Other electronic communication tools (Google chats, Slack, etc.)**

We aim to provide clear, professional, and timely communication to support your staffing and virtual assistant service needs.

2. Communication Expectations

- **Response Time:**
Our team strives to respond to your messages as quickly as possible during business hours. For urgent matters, please mark the message as "urgent" or follow up with a phone call if necessary.
- **Professional Conduct:**
All communication between our team and clients will be conducted in a professional, respectful, and courteous manner. We expect the same in return from clients using our messaging services.
- **Appropriate Content:**
Messaging services should be used for business-related communication only. Sending abusive, harassing, or illegal messages is prohibited and may result in the termination of services.
- **6 Days a Week Availability:**
We are available globally, 6 days a week, from Monday to Saturday, 24 hours a day. While our core operational hours are based on Central Standard Time (CST), we strive to provide support at all times. Response times may vary outside of regular business hours.

3. Data Privacy and Confidentiality

- **Confidential Information:**
When communicating with us, please ensure that any confidential information or sensitive data shared is relevant to your inquiry or service needs. We are committed to keeping your data secure and will never share your private information without consent, except as required by law.
- **Data Security:**
All messages, whether sent via email, phone, or instant messaging, are transmitted using secure communication channels. However, users are responsible for taking care when transmitting sensitive data over messaging services.

4. Usage Restrictions

- **Prohibited Content:**

Users may not send, share, or distribute any content that is:

- a. Harassing, defamatory, or discriminatory
- b. Pornographic, offensive, or illegal
- c. Spam or unsolicited marketing material

- **Suspension of Services:**

We reserve the right to suspend or terminate communication with any user who violates these terms, engages in unethical behavior, or abuses the messaging system.

5. Changes to Messaging Terms

We may update or modify these **Messaging Terms & Conditions** from time to time. Any changes will be communicated to you through your registered communication channels or on our website. Please review these terms periodically to stay informed of any updates.

Contact Us

For inquiries or to learn more about how ABHR Staffing Solutions can assist you, feel free to get in touch:

- **Email:** support@abhrsolutions.org
- **Phone:** +1 (409) 655-2751
- **Location:** Cavite, Philippines