



Privacy Policy for 10DLC Messaging

Effective Date: 01/28/2025

At Sapp Bros., Inc. ("we," "us," or "our"), we value your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you interact with us via SMS/MMS messages sent through a 10-digit long code (10DLC) messaging service.

By providing your phone number, you agree to receive text messages from Sapp Bros., Inc. including transactional updates, appointment reminders, and promotional offers. Message frequency varies. Your phone number will not be shared with third parties for marketing or promotional purposes. Reply HELP for help. Reply STOP to unsubscribe. Message and data rates may apply.

Text Messaging Terms and Conditions

1. **Opt-In Consent:** By providing your mobile number, you consent to receive text messages from Sapp Bros., Inc., including transactional updates, appointment reminders, and promotional offers. Message frequency may vary.
2. **Message and Data Rates:** Standard message and data rates may apply. Check with your mobile carrier for details.
3. **Opt-Out:** You can opt out of receiving text messages at any time by replying STOP to any text message. For help, reply HELP or contact us using the information in the "Contact Us" section below.
4. **No Guarantee of Delivery:** Text message delivery is subject to your mobile carrier and service area availability. We are not responsible for delayed or undelivered messages.

Text Messaging Privacy Policy

1. **Information Collected:** We collect your mobile number when you opt in to receive text messages from Sapp Bros., Inc. Additional information, such as your name or preferences, may be collected if provided voluntarily.
2. **Use of Information:** Your mobile number is used solely for sending text messages, including transactional updates, appointment reminders, and promotional offers, as per your consent.
3. **Data Sharing:** We do not sell or share your mobile number with third parties for marketing purposes. Your information may be shared with service providers who assist us in delivering text messages, but only to the extent necessary.
4. **Opt-Out:** You can opt out of receiving text messages at any time by replying STOP. Your mobile number will be removed from our text messaging list immediately.
5. **Data Security:** We take reasonable measures to protect your personal information from unauthorized access, disclosure, or misuse.
6. **Retention of Information:** Your information is retained only for as long as necessary to provide the text messaging service or as required by law.

All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties and we will not share your opt-in to an SMS campaign with any third party for purposes unrelated to providing you with the services of that campaign. We may

share your Personal Data, including your SMS opt-in or consent status, with third parties that help us provide our messaging services, including but not limited to platform providers, phone companies, and any other vendors who assist us in the delivery of text messages. "

1. Information We Collect

When you interact with us via SMS/MMS, we may collect the following types of information:

- **Personal Information:** Your phone number, name, and any other information you provide to us in your communication.
- **Usage Data:** Information about how you interact with our messages, including message read status, response time, and click-through rates if applicable.
- **Device Information:** Information about the device you use to receive and send messages, including your device type, operating system, and network provider.

2. How We Use Your Information

We use the information we collect for the following purposes:

- To send you informational text messages about employee benefits.
- To respond to your inquiries and requests.

3. How We Share Your Information

Your phone number will not be shared with third parties for marketing or promotional purposes. We may share your information with third-party service providers who assist us in sending messages, managing customer interactions, or analyzing message performance. These providers are obligated to protect your information and may not use it for any other purpose.

We may also share your information if required by law, such as to comply with legal processes, prevent fraud, or protect our rights and the rights of others.

4. Data Retention

We will retain your information for as long as necessary to fulfill the purposes for which it was collected, including legal, accounting, or reporting requirements. If you opt-out of receiving messages, we will remove your information from our active messaging lists.

5. Opting Out of 10DLC Messages

You can opt out of receiving future marketing or promotional messages by replying with the word "STOP," "END," or another similar term as specified in our messages. Once you opt out, we will stop sending messages to your phone number, except for any necessary transactional or legal communications.

6. Security of Your Information

We implement industry-standard security measures to protect the information you share with us. However, no data transmission over the internet or wireless network is completely secure. We cannot guarantee the absolute security of your data, and you transmit your information at your own risk.

7. Your Rights and Choices

You have the right to:

- Request access to the personal information we hold about you.
- Request corrections or updates to any inaccurate or incomplete information.
- Request the deletion of your personal information, subject to any legal obligations we may have.
- Opt out of receiving marketing messages, as outlined in Section 5.

To exercise these rights, please contact us using the info in the “Contact Us” section below.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. When we make significant changes, we will notify you by updating the effective date or by providing other forms of notice. We encourage you to periodically review this Privacy Policy for any updates.

9. Contact Us

If you have any questions or concerns about this Privacy Policy or our practices regarding your personal information, please contact us at:

Sapp Bros., Inc.
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