

Privacy Policy for SMS Texting Services

Effective Date: Jan 2025

At Telepeer Inc, we are committed to protecting the privacy and confidentiality of our customers, vendors and partners. This Privacy Policy outlines how we collect, use, and protect your personal information, specifically regarding the use of your phone number for SMS (Short Message Service) texting, and how this information is utilized in the context of our sales and services.

1. In order to provide you with important updates, reminders, and communications about support related matters, we may collect the following personal information:

- Phone Number: Your mobile phone number is required for SMS texting communications.

2. How We Use Your Phone Number

We use your phone number for the following purposes:

- System Notifications: To inform if our system will be down for maintenance or updates.
- Emergency Alerts: To notify if our system is down and the options for work arounds.
- Follow up notifications: To notify if support tickets have been cleared and if any additional information is needed.
- Confirmations of appointments: To provide reminders for service installs or equipment upgrades at customer location(s).

3. How Your Information is Protected

We are committed to maintaining the privacy and security of your personal information. We use administrative, technical, and physical safeguards to protect your phone number and ensure that it is securely stored and transmitted. Your phone number will not be shared with third parties outside of our company unless required by law.

4. Opt-In and Consent

By providing your phone number to Telepeer Inc, you are granting consent to receive SMS text messages related to our services including sales, deliveries, changes requested and updates. You may choose to withdraw your consent at any time by replying to an SMS with the word "STOP," or by contacting (714) 604-1351 to request removal from our SMS texting list.

5. Opt-Out Rights

You have the right to opt out of receiving SMS messages at any time. If you no longer wish to receive SMS communications, you can:

- Reply to any SMS message with the word "STOP."
- Contact our company directly at (714) 604-1351 to request removal from our SMS texting list. Please note that opting out of SMS communications may prevent you from receiving information about your account in regards to services.

6. Sharing of Information

Your phone number will only be shared with authorized personnel at Telepeer Inc who are involved in delivering the communications related to your company sales or services provided. We do not sell, rent, or share your phone number with third-party marketers. We may share your information when required by law, in response to a legal request or to protect the integrity of sales or services to your company.

7. Data Retention

We retain your phone number for as long as necessary to fulfill the purposes outlined in this Privacy Policy or as required by law. If you no longer wish to receive SMS communications, we will remove your phone number from our SMS system upon your request.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We will notify you of any material changes by updating the effective date and, where appropriate, through direct communication.

9. SHARING OF USER INFORMATION

Mobile information will not be shared with third parties or affiliates for marketing or promotional purposes.

10. Contact Us

If you have any questions or concerns about how your phone number is used for SMS.

Telepeer Inc

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