

Acclaim Telecom SMS Messaging Policy

Last Update: January 2025

Overview

Acclaim Telecom Services ("ATSI") privacy statement recognizes the value of privacy for our Customers and our Customer's clients. This SMS Messaging Privacy Statement ("Policy") provides more specific information on how ATSI's SMS messaging service ("Messaging Service") collects and processes your personal information.

By using the Messaging Service, you agree to the terms of this Policy. ATSI reserves the right, in our sole discretion, to modify or change this Policy at any time with or without prior notice to you. The date of the last update will be posted at the top of this Policy for your convenience. This Policy, and any changes, are effective as soon as posted and supersede any prior Policies. Your continued use of the Messaging Service following the posting of any changes to the Policy constitutes your full acceptance of those changes.

Scope

The Policy applies to our practices for gathering and disseminating information related to the Messaging Service ("we", "us", or "our") and is meant to provide you an overview of our practices when collecting and processing personal information.

Collection of Information

We collect personal information in the following circumstances:

- *Direct Collection*, when you provide information by responding to text messages.
- *From ATSI customers*, when our customers supply information for contracted messaging.
- *Automated Process*, when our Messaging Service gathers information as you interact with it.
- *From Opt-In*, when you have opted-in to a Message Services campaign.

Types of Information we Collect

Direct Collection

We directly collect the following personal information:

- Opt-out preferences and requests
- Content of your text message responses to us

ATSI Customers

We obtain personal information from our contracted customers. This includes but is not limited to:

- First and last name
- Company, if required
- Phone Number

Automated Process

We automatically collect the following personal information:

- Device status indicating whether a device is available for messaging
- Carrier (e.g. Verizon, AT&T, etc.)
- Country associated with the phone (we do not send international text messages)
- Delivery status

- Error codes indicating why a message was not delivered (e.g. number associated with a landline, unreachable device, etc.)

Opt-In

We collect personal information from Opt-In requests:

- First and last name
- Company, if presented
- Phone number
- Any additional information as provided

Use of Information

We use Personal Information to deliver, analyze, maintain and support the Messaging Service. We may also use Personal Information to enhance the Messaging Service features and customize and personalize your experiences on the Messaging Service.

Sharing of Information

ATSI never rents or sells your Personal Information to other companies. We may use or disclose Personal Information in any of the following limited circumstances.

- We need to enforce our Terms of Service.
- We provide such information to trusted businesses or persons for the sole purpose of processing Personal Information on our behalf or providing the Messaging Service to you as a customer. When this is done, it is subject to agreements that oblige those parties to process such information only on our instructions and in compliance with this Policy and appropriate confidentiality and security measures. If the third party fails to comply with our terms, ATSI is not accountable in any way for any liability or reimbursement.
- We believe disclosure of Personal Information is necessary or appropriate to: (i) comply with applicable law and legal processes; (ii) respond to requests from public and government authorities; (iii) enforce a contract with us; (iv) protect our rights, privacy, safety, or property, and/or that of our customers, you or others; and (v) allow us to pursue available remedies or limit the damages that we may sustain.
- Information gathered during any Messaging Service campaign may be shared with our customer if that customer has contracted ATSI to perform a legitimate SMS Messaging campaign.

Protection of Information

ATSI takes a variety of physical, technical, administrative, and organizational security measures based on the sensitivity of the information we collect to protect your Personal Information against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access. Unfortunately, no online activity can be guaranteed to be 100% secure. You should note that in using the Messaging Service, your information will travel through third-party infrastructures which are not under our control (such as a third-party provider's SMS delivery platform or your carrier network). While we strive to protect your information against unauthorized use or disclosure, we cannot ensure or warrant the security of any information you provide. By using the Messaging Service, you agree that ATSI is not liable for any unintentional disclosure.

Choices and Controls

Consent to receive automated text messages is not a condition of any purchase, including services you use with an ATSI customer. You can opt-out of receiving further text messages via the Messaging Service by responding to any of our text messages with any of the following replies: STOP, END, CANCEL, UNSUBSCRIBE, or QUIT.

If you have opted-out, ATSI will send you an SMS message indicating that we have received your request and have acknowledged it. If you wish to opt-in later on, you will need to contact ATSI and request an Opt-In for the specific campaign you are requesting.