

## SMS Privacy Policy for Robinson Auto Glass 20260127

This SMS Privacy Policy explains how Robinson Auto Glass collects, uses, discloses, and protects your personal information when you opt in to receive text messages from us via SMS. By opting in, you agree to the terms outlined in this policy.

- **Program Description:** We send SMS messages for [e.g., appointment reminders, order updates, promotional offers, account notifications]. Message frequency varies based on your preferences and service usage.
- **Personal Information Collected:** We collect your phone number, name, and other contact details when you opt in through web forms, keyword responses (e.g., text START to 555123), or in-person sign-ups.
- **Data Collection Methods:** Information is collected directly from you during opt-in processes, via SMS interactions, or through integrated platforms.
- **Use of Personal Data:** We use your information to deliver messages, provide customer support, improve services, and send relevant updates. We only send promotional messages with your prior consent.
- **Data Storage and Protection:** Your data is stored securely using encryption and access controls. We retain information only as long as necessary or as required by law.
- **Third-Party Sharing:** We do not share your data with any service providers (e.g., SMS platforms). We do not sell your data.
- **User Rights:** You have the right to access, correct, or delete your personal information. Contact us at [support@robinsonautoglass.com](mailto:support@robinsonautoglass.com) to make a request.
- **Opt-Out Instructions:** You can stop receiving messages at any time by replying STOP to any message. You may also text QUIT or use the opt-out link provided in messages. We process opt-out requests within 10 business days.
- **Contact Us:** For questions about this policy, email [support@robinsonautoglass.com](mailto:support@robinsonautoglass.com).
- **Policy Updates:** We may update this policy. The latest version will be posted with the effective date at the top.

## **Data Sharing**

- Customer data is not shared with 3rd parties for promotional or marketing purposes.
- Mobile opt-in and consent are never shared with anyone for any purpose. Any information sharing that may be mentioned elsewhere in this policy excludes mobile opt-in data.

## **Messaging Terms and Conditions**

By providing your phone number and agreeing to receive texts, you consent to receive text messages from Robinson Auto Glass, from 800-536-3789, or 316-755-3700, or 620-662-378 regarding account notification, customer care, delivery notification. Consent is not a condition of purchase. Message frequency varies. Message & data rates may apply. You can reply STOP to unsubscribe at any time or HELP for assistance. You can also contact us at 800-536-3789 or 316-755-3700 or 620-662-378 or [support@robinsonautoglass.com](mailto:support@robinsonautoglass.com). Mobile opt-in information is never shared with third parties.