

Privacy Policy

Effective Date: 01/01/2025

Last Updated: 06/19/2025

1. Introduction

Rozenberg & Associates ("Company," "we," "us," or "our") is committed to protecting your privacy. This Privacy Policy describes how we collect, use, disclose, and safeguard your information when you opt into and use our messaging services via 10DLC (10-Digit Long Code) compliant SMS and MMS campaigns.

2. Information We Collect

When you opt-in to receive messages from us, we may collect the following information:

- **Personal Information:** Name, phone number, and any other information you provide voluntarily.
- **Communication Data:** Message history, including sent and received messages.
- **Technical Data:** Device type, carrier information, and interaction data related to our messages.
- **Information Collected Through Forms:** If you submit a contact form on our website, we collect the information you provide, including your name, phone number, email address, and message details. The link to the form is [here](#).
- **Verbal Opt-In Information:** If you opt in verbally via phone or in person, we collect your consent and phone number accordingly.

3. How We Use Your Information

We use the collected data for the following purposes:

- To send transactional and marketing messages based on your preferences.
- To provide customer support and respond to inquiries.
- To comply with carrier and legal requirements under 10DLC regulations.
- To monitor and improve our messaging services.

4. Opt-In and Opt-Out

- **Opt-In:** By providing your phone number and confirming your consent, you agree

to receive SMS and MMS messages from us.

- **Opt-Out:** You can opt out at any time by replying **STOP** to any of our messages. After opting out, you will no longer receive messages from us unless you opt in again.

By providing your phone number to Rozenberg & Associates, you agree and acknowledge that Rozenberg & Associates may send text messages to my wireless phone number send text messages to my wireless phone number regarding case details, and ask for the documents, including status updates and reminders for important dates or notifications. Message and data rates may apply. Message frequency will vary, and you will be able to Opt-out by replying "STOP" to unsubscribe or "HELP" for further assistance.

5. Contact Us Form Requirements

Each contact form on our website includes the following disclosure:

"By submitting this form and signing up for texts, you consent to receive informational text messages from Rozenberg & Associates at the number provided, including messages sent by an autodialer. Consent is not a condition of purchase. Message & data rates may apply. Message frequency varies. Unsubscribe at any time by replying STOP. Reply HELP for help."

If the phone number field is mandatory, there will be a checkbox for explicit

opt-in. **6. Verbal Opt-In Requirements**

Rozenberg & Associates collects opt-in verbally from customers. Customers may opt in to receive messages either in person at a physical location or over the phone when they call. When a customer is registered for the first time, they are asked to provide a phone number,

and staff is trained to ask if the customer would like to opt in to SMS-based billing notifications. They will be verbally informed that "Message and data rates may apply," "Message frequency may vary," and they can "text HELP for support or more information and STOP to unsubscribe at any time." They will also be informed that their phone number will not be shared with third parties for marketing or promotional purposes.

7. Data Sharing and Disclosure

We do not sell, rent, or share your personal information with third parties for marketing purposes. However, we may share information with:

- Third-party service providers who assist in delivering our messages (e.g., SMS aggregators, carriers).
- Law enforcement or regulatory authorities when required by law.
- Business partners as necessary to fulfill messaging-related services, in compliance with 10DLC regulations.

Mobile information will not be shared with third parties/affiliates for marketing/promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

8. Data Security

We implement industry-standard security measures to protect your information from unauthorized access, disclosure, or alteration. However, no data transmission over the internet or mobile networks is completely secure.

9. Retention of Data

We retain your data only for as long as necessary to fulfill the purposes outlined in this Privacy Policy or as required by law.

10. Your Rights and Choices

You have the right to:

- Request access to the data we hold about you.
- Request correction or deletion of your data.
- Withdraw consent for messaging at any time by opting out.

11. Terms & Conditions

"Rozenberg & Associates will send messages regarding case details and request documents, including status updates and reminders for important dates. Message and data rates may apply. Message frequency will vary, and you will be able to Opt-out by replying 'STOP' to unsubscribe or 'HELP' for further assistance."

The Terms & Conditions and Privacy Policy links are included on all contact forms.

12. Changes to This Policy

We may update this Privacy Policy periodically. Any changes will be posted on our website with an updated effective date.

13. SMS Disclosure:

"By providing your phone number to Rozenberg & Associates, you agree and acknowledge that Rozenberg & Associates may send text messages to my wireless phone number for any purpose. Message and data rates may apply. Message frequency will vary, and you will be able to Opt-out by replying "STOP" to unsubscribe or "HELP" for further assistance."

13. Contact Us

If you have any questions or concerns about this Privacy Policy or your data, please contact us at:

Rozenberg & Associates

888-850-3633

<https://www.rozenbergassociates.com/>