

## **Privacy Policy for Text Communications**

**Effective Date: September 9, 2024**

At Transport Central, we prioritize the privacy and security of your personal information. This Privacy Policy explains how we collect, use, and protect the information you provide when communicating with us via text message (SMS). By using our SMS services, you agree to the terms outlined in this policy.

### *1. Collection of Personal Information*

When you provide your phone number and opt into receiving text messages from Transport Central, we collect:

- **Your Phone Number:** For the purpose of sending SMS updates, reminders, and communications regarding your ride requests or appointments.
- **Text Communication Content:** Any information you share with us in the text message conversations.

We collect this information with your consent, either verbally or through an opt-in message.

### *2. Use of Personal Information*

We use the personal information collected through SMS to:

- Communicate with you regarding your ride requests, appointment confirmations, and service updates.
- Provide reminders or important notices related to our services.

We do **not** use this information for any purposes unrelated to Transport Central's services, nor do we engage in any form of SMS marketing.

### *3. Sharing of Personal Information*

Transport Central does **not** share your phone number or any SMS-related personal information with third parties. Your consent for receiving SMS communications is strictly between you and Transport Central. We may only share your information if required by law or as part of regulatory requirements.

#### *4. Data Protection*

We take reasonable measures to protect the personal information you provide through our SMS services. While no system is completely secure, we are committed to maintaining the privacy of your data and will implement industry-standard security measures to protect it.

#### *5. Your Rights*

- **Opt-Out:** You may opt out of receiving text messages at any time by replying "STOP" to any SMS from us.
- **Access:** You have the right to request access to the information we have collected about you through our SMS services.
- **Corrections:** If any of the information we have collected is incorrect, you may request a correction.

You can still reach us by calling our toll-free number at 855-654-3200 if you have opted out of SMS communication.

#### *6. How to Access the Privacy Policy*

Our Privacy Policy is easily accessible at the bottom of every page of our website under the "Privacy Policy" link. This ensures that you can review the policy at any time for updates or changes.

#### *7. Updates to This Policy*

We may occasionally update this Privacy Policy to reflect new practices or regulations. Any updates will be posted on our website, and we will notify you of significant changes via SMS or email.

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We appreciate your trust in Transport Central. Should you have any questions about this policy or need assistance, please contact us at:

**Transport Central**

Phone: 855-654-3200

Email: [tc@transportcentral.org](mailto:tc@transportcentral.org)