

SMS Privacy Policy

Effective Date: April 02, 2025

RPC Software and its affiliated dealerships are committed to protecting your privacy. This SMS Privacy Policy describes how we collect, use, and safeguard your personal information in connection with SMS communications.

1. Information We Collect

When you interact with us via SMS, we may collect the following information:

- Your mobile phone number
- Message content sent or received
- Timestamps of messages
- Consent records (opt-in/opt-out status)
- Carrier information

We do not request or collect sensitive personal information via SMS.

2. How We Use Your Information

We use SMS messaging solely to:

- Send you service updates or transaction confirmations
- Provide customer or employee support
- Confirm appointments, deliveries, or order statuses
- Respond to your inquiries or support requests
- Collect feedback

Your SMS consent is strictly used for communication related to our services or the services of our partner

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dealerships.

3. Consent

We only send SMS messages to users who have explicitly opted in via:

- Replying "YES" to an initial opt-in message
- Sending the keyword "CONSENT" to an assigned SMS number
- Providing written or electronic consent through our software or partner systems

You can opt out at any time by replying "STOP".

4. Data Retention

SMS message content and logs are retained as long as necessary to fulfill operational and legal requirements. We take appropriate security measures to protect this data from unauthorized access.

5. Sharing and Disclosure

We do not sell, rent, or share your SMS data with third parties except:

- With your consent
- As required by law
- With SMS gateway providers or telecommunications carriers strictly for message delivery

6. Security

All SMS data is transmitted through secure channels. We implement administrative, technical, and physical safeguards to protect your information.

7. Your Rights

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You have the right to:

- Access records of your SMS communications
- Revoke your SMS consent at any time
- Request deletion of your phone number from our messaging systems

8. Contact Us

If you have any questions about this SMS Privacy Policy or would like to exercise your rights, contact us at:

RPC Software

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Downers Grove, IL 60515

Email: info@corebusinesssystem.com