

## **Messaging Privacy Policy**

**Effective Date: 3/1/2025**

B&B Glass (“we,” “us,” “our”) respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how B&B Glass collects and uses information about you when you opt-in to receive SMS messages from us.

**Information We Collect** We review and delete anything that is inapplicable or add other data that may be collected

When you opt-in to receive SMS messages, we collect:

- Your phone number
- Consent to send SMS messages
- Your email address
- Your basic contact information
- Your messaging history
- Service Location

We collect and use your personal information solely for the purpose of sending you SMS updates. Your data will not be shared with third parties except as required by law. Your data will not be transferred to external organizations under any circumstances.

We implement strict access controls and conduct regular audits to safeguard your information and prevent unauthorized data sharing.

If you have any questions about our privacy practices or wish to opt out of SMS updates, please contact us at: [glassbandb@gmail.com](mailto:glassbandb@gmail.com)

### **How We Collect Your Information**

We may collect your information directly from you, via phone call, Quotes, or Orders.

We collect and use your personal information solely for the purpose of sending you SMS updates. Your data will not be shared, transferred, or disclosed to any external organization, affiliate, or third party for any reason, including service provision, business transactions, or legal requirements.

If you have any questions about our privacy practices or wish to opt out of receiving SMS updates, please contact us at: [glassbandb@gmail.com](mailto:glassbandb@gmail.com)

### **How We Use Your Information**

We use your information to:

- Send you the SMS messages you’ve opted in to receive
- conversational messages to confirm service appointments, and details around your services
- Provide updates, promotions, or other relevant content based on your preferences
- Choices and Controls
- To operate our business

You can opt out of receiving SMS messages at any time by replying STOP to any message we send you.

### **Message Frequency**

You will get more than one message from us unless you opt-out, and while messaging frequency varies, you will likely receive 4 messages a month. B&B Glass reserves the right to

alter the frequency of messages at any time to increase or decrease the total number of messages. B&B Glass and carriers are not liable for delays or undelivered messages.

#### **To Whom We Disclose Your Information**

We may disclose your information to our affiliated companies; to third party service providers, business advisors, or consultants who provide services to us; in connection with a merger, acquisition, reorganization, restructuring, financing transaction or sale of assets; as required by law or administrative order; to assert claims or rights or to defend against claims. We do not share your personal information, phone number, or SMS consent opt-in data with third parties or affiliates for marketing or promotional purposes.

#### **Protection of Information**

We take steps to protect your information against unauthorized use or disclosure.

#### **Updates**

We may periodically update this privacy policy. If we make material changes that have a substantive and adverse impact on your privacy, we will provide notice on this website prior to the change becoming effective. We encourage you to periodically review this page for the latest information about our privacy practices.

#### **How to Contact Us**

You can reach us by texting the word HELP for support to (660) 262-8709 You may also contact us directly at [glassbandb@gmail.com](mailto:glassbandb@gmail.com).