

Kilgore & Smith - SMS Privacy Policy and Terms of Service

Suggested page URL: <https://www.kilgoresmith.com/sms-privacy-policy>

SMS Privacy Policy

Last updated: August 6, 2026

Kilgore & Smith ("we," "us," or "our") offers text messaging (SMS) as a way to communicate with clients, prospective clients, and others who contact our firm. This policy explains what information we collect through our SMS program, how we use it, and who we share it with.

Information we collect

When you opt in to receive text messages from Kilgore & Smith, we may collect:

- Your mobile phone number
- Your name
- The date, time, and method by which you gave consent (for example, a web form submission, a signed intake document, or a written request)
- The content of text messages you send to and receive from us
- Message delivery data, such as whether a message was delivered, and whether you replied STOP, HELP, or another keyword
- Any other information you choose to include in a text message to us

We collect this information directly from you. We do not purchase mobile phone numbers or add numbers to our messaging program from third-party lists.

How we use personal information

We use the information described above to:

- Send you the text messages you asked to receive
- Respond to questions and communicate with you about your inquiry or your matter
- Send appointment reminders, status updates, and requests for documents or information
- Maintain a record of your consent and any opt-out request, as required by federal law and carrier rules

- *Comply with our legal, ethical, and recordkeeping obligations as a law firm*

We do not use your mobile phone number or SMS consent for marketing by anyone other than Kilgore & Smith, and we do not sell your personal information.

Who we share personal information with

We share personal information collected through our SMS program only with:

- **Service providers.** *We use third-party vendors to operate our messaging platform, send messages on our behalf, host our website, and manage our client records and case files. These vendors process information on our behalf, under contract, and are not permitted to use it for their own purposes.*
- **Mobile carriers.** *Wireless carriers transmit messages between us and you. Message delivery is subject to your carrier's own practices, and we do not control what carriers do with transmission data.*
- **When required by law.** *We may disclose information if required by subpoena, court order, or other legal process, or where disclosure is permitted or required by the Virginia Rules of Professional Conduct.*

SMS consent is not shared with third parties or affiliates. *Your consent to receive text messages from Kilgore & Smith, and the mobile phone number associated with that consent, are not sold, rented, shared, or otherwise disclosed to any third party or affiliate for their own marketing purposes.*

Consent and opting out

Consent to receive text messages is not a condition of hiring Kilgore & Smith or of receiving any legal service from us.

*You may opt out at any time by replying **STOP** to any message from us. We will send one confirmation message and will not send further texts unless you opt back in. Reply **HELP** for assistance or contact us using the information below.*

Retention

We retain SMS records, including your consent record and message content, for as long as needed to serve you and to meet our legal, ethical, and recordkeeping obligations. Records related to a legal matter are retained under our file retention practices. Consent and opt-out records are retained as required by applicable law.

A note on confidentiality and security

Text messages are not a secure or encrypted form of communication. Messages may be stored on your device, on our systems, and by your wireless carrier, and may be visible to anyone with access to your phone. Please do not send sensitive information about your case by text message. Contacting us by text does not create an attorney-client relationship, and no such relationship is formed until we have a signed representation agreement.

Children

Our SMS program is not directed to children under 13, and we do not knowingly collect mobile phone numbers from them.

Changes to this policy

We may update this policy. The current version will always be posted on this page with the date it was last updated.

Contact us

Kilgore & Smith 1400 Princess Anne St Fredericksburg, VA 22401 540-372-6400

SMS Terms of Service

By opting into SMS from a web form or other medium, you agree to receive SMS messages from Kilgore & Smith. This includes SMS messages for conversations (external). Message frequency varies. Message and data rates may apply. Message HELP for help. Reply STOP to any message to opt out.

Carriers are not liable for delayed or undelivered messages. Supported carriers may change without notice. Consent to receive text messages is not a condition of purchase or of receiving legal services from Kilgore & Smith.
