

PRIVACY POLICY, TERMS OF USE & SMS DISCLOSURE (FLORIDA LAW FIRM – TWILIO)

Effective Date: March 20, 2026

Last Updated: March 20, 2026

Welcome to Taylor|Waldrop|Pribisco (“Firm,” “we,” “our,” or “us”), a law firm operating in the State of Florida. By using our website at www.taylorandwaldrop.com and www.taylor-waldrop-pribisco.com (the “Site”) or submitting your information, you agree to the following terms.

1. NO ATTORNEY-CLIENT RELATIONSHIP

Use of this Site, including submitting forms or receiving SMS messages, **does not create an attorney-client relationship**. Such a relationship is only formed through a signed written agreement.

Do not send confidential or time-sensitive information through the Site or via text message.

2. INFORMATION WE COLLECT

A. Information You Provide

- Name
- Email address
- Phone number (including mobile number)
- Case-related details submitted via forms
- Communications with our Firm

B. Automatically Collected Information

- IP address
- Device and browser information
- Usage data

C. Cookies

We use cookies and similar technologies to improve functionality and analytics.

3. HOW WE USE YOUR INFORMATION

We may use your information to:

- Respond to inquiries and evaluate potential cases
 - Communicate regarding legal services
 - Send appointment reminders and updates
 - Deliver SMS/text communications via Twilio
 - Improve our Site and services
 - Comply with legal and ethical obligations
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4. SMS / TEXT MESSAGING TERMS (TCPA & TWILIO COMPLIANCE)

By providing your mobile number and opting in, you expressly consent to receive text messages from Taylor|Waldrop|Pribisco sent via **Twilio** or similar platforms.

A. Types of Messages

- Appointment reminders
- Case status updates
- Client service communications
- Limited marketing messages (only with separate consent where required)

B. Consent Requirements (TCPA Compliance)

Your consent:

- Is **not a condition of legal representation**
- Applies to messages sent using an **automatic telephone dialing system (ATDS)**
- Covers the number you provide

We maintain **records of consent**, including timestamp, IP address, and disclosure language.

C. Message Frequency

Message frequency varies depending on your interaction with the Firm.

D. Fees

Standard message and data rates may apply.

E. Opt-Out

You may opt out at any time by:

- Replying **STOP** to any message
- Contacting us at (904) 687-1630 or info@taylor-waldrop-pribisco.com.

After opting out, you will receive one final confirmation message.

F. Help

Reply **HELP** or contact us at (904) 687-1630 or info@taylor-waldrop-pribisco.com.

G. Carrier Disclaimer

Carriers are not liable for delayed or undelivered messages.

5. TWILIO-SPECIFIC DISCLOSURES

We use Twilio to send and manage SMS communications.

- Your phone number and message content may be processed and stored through Twilio's systems
 - Twilio acts as a **service provider/data processor** on our behalf
 - Data is handled in accordance with Twilio's security and privacy practices
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6. SHARING OF INFORMATION

We do **not sell your personal information**.

We may share data with:

- Technology providers (including Twilio, CRM systems, and hosting providers)
- Courts, regulators, or law enforcement as required
- Successors in the event of a merger or acquisition

All vendors are contractually obligated to safeguard your information.

7. CONFIDENTIALITY & ELECTRONIC COMMUNICATION RISKS

Text messaging and email are **not always secure**. By opting in to SMS communications, you acknowledge:

- Messages may not be encrypted
- There is some risk of interception or unauthorized access

Do not send sensitive legal information via SMS.

8. DATA SECURITY

We implement reasonable administrative, technical, and physical safeguards consistent with legal industry standards. However, no system is completely secure.

9. DATA RETENTION

We retain personal data as necessary to:

- Provide legal services
 - Comply with ethical and legal obligations under Florida Bar rules
 - Resolve disputes and enforce agreements
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10. YOUR PRIVACY RIGHTS

Depending on applicable law, you may request:

- Access to your personal data
- Correction or deletion
- Withdrawal of SMS consent

Contact: (904) 687-1630 or info@taylor-waldrop-pribisco.com.

11. THIRD-PARTY LINKS

Our Site may contain links to third-party websites. We are not responsible for their content or privacy practices.

12. FLORIDA BAR ADVERTISING COMPLIANCE

This Site may be considered **attorney advertising** under the rules of The Florida Bar.

- Prior results do not guarantee similar outcomes
 - Testimonials and case results may not reflect all cases
 - You may request additional information about qualifications and experience
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13. TERMS OF USE

By using this Site, you agree:

A. Permitted Use

You will not:

- Use the Site for unlawful purposes
- Attempt unauthorized access
- Interfere with security or functionality

B. Intellectual Property

All content is owned by Taylor, Waldrop, and Pribisco, PA, and protected by copyright laws.

C. Disclaimer

The Site is provided “as is” without warranties of any kind.

D. Limitation of Liability

To the fullest extent permitted by law, the Firm is not liable for indirect or consequential damages arising from use of the Site.

14. TCPA ACKNOWLEDGMENT

By submitting your phone number, you confirm:

- You are the authorized user of the number
 - You consent to receive SMS messages as described
 - You may revoke consent at any time
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15. CHANGES TO THIS POLICY

We may update this policy periodically. Updates will be posted with a revised effective date.

16. CONTACT INFORMATION

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Suite L
St. Augustine, FL 32084
(904) 687-1630
info@taylor-waldrop-pribisco.com

RECOMMENDED WEBSITE FORM LANGUAGE (CRITICAL FOR COMPLIANCE)

Use this directly next to your phone number field:

By checking this box, I consent to receive text messages from [Law Firm Name] at the number provided, including messages sent using automated technology via Twilio. Consent is not required to obtain legal services. Message and data rates may apply. Message frequency varies. Reply STOP to opt out.

IMPORTANT IMPLEMENTATION NOTES (TWILIO + TCPA)

- Use **unchecked opt-in checkboxes only**
 - Store:
 - Consent text shown
 - Timestamp
 - IP address
 - Phone number
 - Configure Twilio to:
 - Automatically process STOP/HELP keywords
 - Maintain opt-out suppression lists
 - Separate:
 - **Transactional SMS consent** (case updates)
 - **Marketing SMS consent** (requires clearer, standalone opt-in)
 - Avoid texting leads without **documented prior express consent**
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