

SMS Privacy Policy for EchoBridgeTech.com

Privacy Policy for EchoBridge Tech LLC

Effective Date: 3/20/2025

Last Updated: 5/28/2025

At EchoBridge Tech LLC, we are committed to safeguarding your privacy and ensuring that your personal information is handled securely and responsibly. This Privacy Policy outlines how we collect, use, and protect the personal information that you provide to us, particularly in relation to our SMS services. Please take a moment to read this Privacy Policy to understand our practices.

1. Information We Collect

We collect personal information that you voluntarily provide to us when you interact with our website, subscribe to our SMS services, or engage with our customer support. This may include, but is not limited to:

- **Contact Information:** Your name, phone number, and email address.
- **SMS Information:** Any content or details you provide when opting into our SMS services, including your mobile phone number, opt-in timestamp, IP address, and consent method.
- **Technical Information:** Device information, browser type, operating system, and usage patterns when you interact with our website.
- **Communication Records:** Records of your interactions with our customer service team and any preferences you specify for message frequency or content type.

2. How We Use Your Information

The information we collect is used solely for the following purposes:

- To communicate with you through SMS or other communication methods, including sending updates, promotions, and other relevant information.

- To improve our services and tailor our communications to meet your preferences.
- To respond to customer service inquiries and support requests.
- To maintain compliance records as required by federal and state regulations, including TCPA and CTIA guidelines.
- To prevent fraud and ensure the security of our SMS messaging platform.

3. Opted-In SMS Information

EchoBridge Tech LLC values your privacy and is committed to not sharing, selling, or otherwise disclosing your opted-in SMS information to third parties. Your phone number and any information related to your SMS subscription will not be shared with any external entities, unless required by law or in connection with a legal obligation.

Exception for Service Providers: We may share your information with third-party service providers who assist us in delivering SMS messages, including platform providers, telecommunications carriers, and vendors who help us maintain our messaging infrastructure. These third parties are bound by strict confidentiality agreements and are prohibited from using your information for any purpose other than providing services to us.

4. Data Security

We implement reasonable security measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. While we take steps to protect your data, please note that no method of electronic transmission or storage is 100% secure, and we cannot guarantee absolute security.

Security Measures Include:

- Encryption of sensitive data during transmission and storage.
- Regular security audits and vulnerability assessments.
- Access controls limiting employee access to personal information on a need-to-know basis.
- Secure data centers with physical and electronic safeguards.

5. SMS Opt-In and Consent

By providing your mobile phone number and checking the SMS opt-in consent box, you provide express written consent to receive recurring automated text messages from EchoBridge Tech LLC. This consent includes:

- **Message Types:** Promotional messages, transactional notifications, service updates, and customer support communications.
- **Message Frequency:** Up to 4 messages per month, though frequency may vary based on your engagement and promotional campaigns.
- **Carrier Charges:** Standard message and data rates may apply as determined by your mobile carrier.

Double Opt-In Process: After submitting your phone number, you will receive a confirmation message asking you to reply "YES" to confirm your subscription. This ensures your explicit consent and protects both you and us from compliance issues.

6. Opt-Out and Unsubscribe

You may opt out of receiving SMS messages at any time through the following methods:

- Reply "STOP," "END," "CANCEL," "UNSUBSCRIBE," or "QUIT" to any message..
- Email us at Devan@echobridgetech.com.
- Use any other reasonable means to communicate your opt-out request, as required by the 2025 TCPA amendments.

Upon opting out, you will receive a final confirmation message, and your number will be removed from our SMS program within one business hour. After opting out, you will not receive any further marketing messages unless you explicitly opt in again.

7. Data Retention and Deletion

We retain your SMS-related information for the following periods:

- **Active Subscribers:** Data retained for the duration of your subscription plus 4 years for compliance purposes.
- **Opt-Out Records:** Maintained indefinitely to ensure we honor your unsubscribe request.

- Consent Records: Kept for 4 years from the date of last interaction to demonstrate TCPA compliance.

You may request deletion of your personal information by contacting us, though we may retain certain records as required by law or legitimate business purposes.

8. Cookies and Tracking Technologies

We may use cookies and other tracking technologies to improve the functionality and performance of our website. These technologies help us personalize your experience and track your preferences. You can manage your cookie settings through your browser preferences, though disabling cookies may affect website functionality.

9. Your Privacy Rights

Depending on your jurisdiction, you may have the following rights regarding your personal information:

- Access: Request information about what personal data we hold about you.
- Correction: Request correction of inaccurate or incomplete information.
- Deletion: Request deletion of your personal information (subject to legal retention requirements).
- Portability: Request a copy of your data in a structured, commonly used format.
- Opt-Out: Withdraw consent for SMS communications at any time.

To exercise these rights, contact us using the information provided below.

10. Compliance with Laws

This Privacy Policy and our SMS practices comply with:

- Telephone Consumer Protection Act (TCPA) and 2025 amendments.
- Cellular Telecommunications Industry Association (CTIA) guidelines.
- California Consumer Privacy Act (CCPA).

- General Data Protection Regulation (GDPR) where applicable.
- State-specific privacy and telecommunications laws.

11. Children's Privacy

Our SMS services are not intended for individuals under 18 years of age. We do not knowingly collect personal information from children under 18. If we become aware that we have collected information from a child under 18, we will take steps to delete that information promptly.

12. International Data Transfers

If you are located outside the United States, please be aware that your information may be transferred to, stored, and processed in the United States where our servers are located. By using our services, you consent to this transfer.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Material changes will be posted on our website and, where appropriate, communicated via SMS to active subscribers. The effective date at the top of this policy indicates when it was last updated.

14. Contact Information

For questions about this Privacy Policy, our SMS practices, or to exercise your privacy rights, please contact us:

EchoBridge Tech LLC
Kennesaw, Ga

Email: Devan@echobridgetech.com

Customer Support Hours: 9am-5pm EST

SMS Help: Reply "HELP" to any message for immediate assistance

By opting into our SMS program, you acknowledge that you have read, understood, and agree to this Privacy Policy and our SMS Terms of Service.

This Privacy Policy is designed to meet the strictest compliance standards for SMS communications in the United States. For additional legal assurance specific to your business operations, consult with qualified legal counsel².

