

# Privacy Policy for Team Kolker SMS Communications

## 1. Introduction

This Privacy Policy explains how **Team Kolker Wendlandt** ("we," "our," or "us") collects, uses, and protects your personal information when you use our SMS messaging service. By opting in to receive SMS messages from us, you agree to the terms outlined in this policy.

## 2. Opt-In & Consent

By providing your phone number and opting into SMS communications, you consent to receive text messages from **Team Kolker Wendlandt** regarding updates, scheduling, inquiries, or other business-related communications. We do not send promotional or marketing messages unless explicitly requested.

### **Opt-In Confirmation Message:**

When you opt-in, you will receive the following confirmation text:

*"Thank you for signing up for text messages from Team Kolker Wendlandt. Reply HELP for support, STOP to opt out. Msg & data rates may apply. Msg frequency varies based on interactions."*

## 3. Opt-Out Policy

You may opt out of receiving SMS messages at any time by replying **STOP** to any text message from us. After opting out, you will receive one final message confirming that you will no longer receive further texts.

### **Opt-Out Message:**

*"You have opted out of Team Kolker Wendlandt text messages. No further messages will be sent. For assistance, reply HELP or contact us at teamkolker@compass.com or (619) 566-8106."*

## 4. Help & Support

If you need assistance, reply **HELP** at any time.

### **HELP Message:**

*"Team Kolker Wendlandt: For support, contact teamkolker@compass.com or call (619) 566-8106. Reply STOP to opt out."*

## 5. Message Frequency & Fees

Message frequency varies depending on your interactions with us. Standard message and data rates may apply based on your mobile carrier's terms.

## 6. Information We Collect

We may collect and store:

- Your phone number when you opt in.
- Message logs and interaction history.
- Other information you provide voluntarily.

We do **not** sell or share your personal information with third parties for marketing purposes.

## 7. Data Security & Retention

We implement reasonable security measures to protect your personal data. Your information will be retained only as long as necessary to fulfill communication purposes or comply with legal obligations.

## 8. Changes to This Privacy Policy

We may update this policy from time to time. Any changes will be posted on our website at <https://www.teamkolker.com> and will become effective upon posting.

## 9. Contact Information

For any questions regarding this Privacy Policy or our SMS practices, please contact us:

 **Email:** teamkolker@compass.com

 **Phone:** (619) 566-8106

 **Website:** <https://www.teamkolker.com/contact/>