

# Privacy Policy

This privacy policy describes how Hearing Resolutions Center (“we,” “us,” or “our”) collects, uses and discloses information obtained through text messages (SMS) sent, in compliance with relevant laws of the United States, including relevant state privacy laws.

## **What Information We Collect and how We collect it:**

We collect your information when you check the box to use SMS texting and enter your phone number.

We collect the following information when you check the box to opt-in to receive text messages from Hearing Resolutions Center:

### **What we Collect:**

Your phone number only.

We will not collect any other personal information through text messages.

### **How we use your information:**

We use your phone number to text messages in response to your questions, We do NOT share phone number of information TNs and SMS consent for marketing purposes.

### **Your Choices and Opt-Out**

We respect your right to control communication preferences. You can opt-out of receiving text messages from Hearing Resolutions Center at any time by replying with “STOP” to any messages you receive from us.

### **Data Sharing and Security**

We do not share your information or phone number or SMS consent with any third party or business for marketing purposes.

We maintain appropriate security measures to protect your information from unauthorized access or disclosure. These measures include:

- Secure data storage practices
- Use of encryption technologies
- Access controls and user authentication

### **Data Retention**

We will retain your phone number in our messaging list for as long as you are opted-in to receive messages. Once you **opt-out**, we will remove your phone number from our active list within 10 business days, as required by law. However, we may retain your phone number in an archived database for legal or compliance purposes, such as recordkeeping requirements or potential disputes. The archived data will be securely stored and only accessed for authorized purposes.