

Privacy Policy for Text Messaging Campaigns (10DLC)

Last Updated: 12/10/2024

Catering by Design ("we," "us," or "our") is committed to protecting your privacy and ensuring a transparent and secure experience when interacting with us through text messaging services. This Privacy Policy outlines how we collect, use, and protect your information when you participate in our text messaging campaigns through our company phone system.

1. Information We Collect

When you opt-in to receive text messages from us, we may collect the following information:

- **Phone Number:** Your phone number is necessary to send you text messages.
- **Message Content:** We may collect and store the content of any text messages sent between you and our team, including responses to any communications or promotions.
- **Usage Data:** Information about how you interact with our messages, including timestamps, response rates, and engagement metrics.

2. How We Use Your Information

The information collected through our text messaging campaigns may be used for the following purposes:

- To send you relevant updates, promotions, offers, and service information.
- To communicate transactional or operational messages, such as order updates, service reminders, or account notifications.
- To improve our services, including analyzing engagement trends and preferences.

3. Opting In and Out

Participation in our text messaging campaigns is entirely voluntary. You can opt in by texting the designated keyword or by providing your phone number through our sign-up form. You can opt out at any time by replying with the word "STOP" to any message you receive from us. You may also contact us directly at (303)781-5335 or email info@cateringbydesignco.com to manage your communication preferences.

4. Data Security

We take your privacy seriously. We implement appropriate security measures to protect your information from unauthorized access, alteration, disclosure, or destruction. However, please be aware that no data transmission over the internet or wireless networks can be guaranteed as 100% secure.

5. Data Sharing and Disclosure

We do not sell or rent your personal information. We may share your information only under the following circumstances:

- **Service Providers:** We may share your data with trusted third-party providers who assist us in delivering our text messaging services.
 - No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. All other categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.
- **Legal Requirements:** We may disclose your information when required by law or to comply with legal processes.

6. Your Rights and Choices

You have the right to:

- Access, update, or delete your personal information.
- Withdraw consent to receive text messages by opting out at any time.
- Contact us to exercise your rights under applicable data protection laws.

7. Children's Privacy

Our services are not directed to individuals under the age of 18, and we do not knowingly collect personal information from individuals under 18.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with a revised "Last Updated" date. We encourage you to review this policy periodically for any updates.

9. Contact Us

If you have any questions or concerns about this Privacy Policy or our text messaging practices, please contact us at:

Catering By Design
11095 E. 45th Ave., Denver, CO 80239
(303)781-5335
info@cateringbydesignco.com