



## **Privacy Policy for Text Messaging Communications**

Effective Date: August 7, 2025

### **1. Information We Collect**

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

- Your mobile phone number
- Your name (if provided)
- Consent preferences
- Communication preferences
- Message history, including delivery and response status

We may also collect technical information such as:

- Carrier information
- Device type
- IP address (if applicable through web interaction)

### **2. How We Use Your Information**

We use the information collected via text messaging to:

- Send transactional messages (e.g., order updates, order confirmations)
- Send promotional messages (only with explicit opt-in)
- Improve our services and customer engagement
- Comply with legal or regulatory obligations

We do not sell or rent your mobile phone number or personal data to third parties.

### **3. Consent to Receive Messages**

By providing your mobile phone number and opting into our SMS/MMS program, you consent to receive text messages from Sam's Travel Center. These may include:

- Promotional content

- Account or service-related updates
- Event notifications or confirmations

Consent is not a condition of purchase. Standard message and data rates may apply.

#### **4. Opting Out**

You may opt out of receiving text messages at any time by:

- Texting STOP to our number
- Contacting us directly at samstravelcenter@gmail.com or (419) 727-1875

After opting out, you will receive a confirmation message. No further messages will be sent unless you opt back in.

#### **5. Data Retention**

We retain your personal data only for as long as necessary to fulfill the purposes outlined in this policy unless a longer retention period is required or permitted by law.

#### **6. Third-Party Service Providers**

We may use third-party platforms to deliver and manage our text message communications (e.g., Twilio, Podium, etc.). These providers are contractually obligated to keep your information secure and to use it only to provide services on our behalf.

#### **7. Data Security**

We implement appropriate technical and organizational safeguards to protect your information from unauthorized access, disclosure, alteration, or destruction.

However, no data transmission over the internet or mobile networks can be guaranteed to be 100% secure.

#### **8. Children's Privacy**

Our text messaging service is not intended for children under the age of 13. We do not knowingly collect or solicit personal information from children.

#### **9. Your Privacy Rights**

Depending on your jurisdiction (e.g., California, EU), you may have rights to:

- Access your personal information
- Request correction or deletion
- Object to processing or request data portability

To exercise any of these rights, contact us at samstravelcenter@gmail.com.

## **10. Changes to This Policy**

We may update this Privacy Policy from time to time. When we do, we will revise the 'Effective Date' at the top. We encourage you to review the policy periodically.

## **11. Contact Us**

If you have any questions about this Privacy Policy or your interactions with our SMS service, please contact:

Sam's Travel Center  
812 Matzinger Rd., Toledo, OH 43612  
Email: [samstravelcenter@gmail.com](mailto:samstravelcenter@gmail.com)  
Phone: (419) 727-1875