

Policy overview

Patterson Insurance Service Inc (“Company”, “we”, “us”) uses business phone numbers and text messaging (SMS/MMS) to communicate with customers, prospects, and other contacts. This Privacy Policy explains how we collect, use, share, and protect personal information when you text with us or receive text messages from us.

Information we collect

When you text with our business phone number(s) or opt in to receive text messages from us, we may collect:

Contact details such as your name, mobile phone number, and any other contact information you provide.

Message content, attachments, timestamps, delivery status, and interaction data (such as whether links are clicked), to operate and monitor our messaging services.

If you contact us through online forms, email, or other channels and request texts, we may also collect information from those sources to enable texting from our business phone lines.

How we use your information

We use information collected through business texting for the following purposes:

To send you transactional and service messages, such as appointment reminders, order updates, account alerts, and support communications.

To send you marketing or promotional messages only where permitted by applicable law and where we have the appropriate level of consent.

To respond to your inquiries, provide customer support, and improve the quality and security of our messaging services, including analyzing delivery and engagement.

We do not use text message data in ways that are incompatible with the purposes described in this Privacy Policy without obtaining additional consent when required by law.

Legal basis, consent, and your choices

Where required, we obtain your consent before sending marketing or automated text messages to your mobile phone.

By providing your mobile number to us and requesting texts, replying to a text from us, or opting in through a form or keyword, you consent to receive texts from our business at the number you provided, consistent with this Privacy Policy and any applicable terms.

You can opt out of marketing or informational texts at any time by replying STOP (or as otherwise instructed in the message), or by contacting us using the details below.

After you opt out, you may still receive non-marketing texts that are necessary to complete transactions or provide services you have requested, where allowed by law.

Depending on your jurisdiction, you may have rights to access, correct, delete, or restrict the use of your personal information, or to object to certain processing or withdraw consent. To exercise these rights, contact us using the information provided in the “Contact us” section.

Sharing, security, and retention

We do not sell or share your SMS opt-in data or business texting information with third parties for their own marketing purposes.

We may share your information with trusted service providers (such as SMS platform providers, phone carriers, and IT/security vendors) who process data on our behalf to deliver and support our texting services, subject to appropriate contractual safeguards.

We may also disclose information when required by law, regulation, legal process, or to protect our rights, safety, or property or that of others.

We implement reasonable technical and organizational measures to help protect texting data from unauthorized access, use, or disclosure. We retain texting information for as long as necessary to fulfill the purposes described in this policy, comply with legal obligations, resolve disputes, and enforce our agreements, and then delete or de-identify it in accordance with our data retention practices.

Changes and contact information

We may update this texting Privacy Policy from time to time to reflect changes in our practices, technology, or legal requirements. When we make material changes, we will update the “Last updated” date and may provide additional notice as required by law.

If you have questions about this Privacy Policy or our texting practices, or if you would like to exercise your privacy rights, please contact us at:

Email: Klpatt35@gmail.com

Phone: 918-255-0107

Mailing address: PO Box 1377, Jay OK 74346

