

SMS Policy

Convo Communications, LLC (“Convo”) is committed to protecting your privacy. This SMS policy (“SMS Policy”) outlines the terms and conditions that govern the use of Short Message Service (SMS) by Convo for communicating with our customers about our products, promotions, interpreting services, and company updates. This SMS Policy governs how Convo treats the Personal Information that we collect and receive from you in connection with your use of the SMS Service (“SMS Service”), which we make available to you through a third-party service provider. This SMS Policy is incorporated into Convo’s Legal webpages found at <https://convorelay.com/legal/> and is intended to provide guidance on acceptable and prohibited use of SMS for customer communications.

The purpose of this policy is to ensure that SMS is used in a professional, ethical, and lawful manner to communicate with our customers. By using the SMS Service, you agree to the terms of this SMS Policy herein. Convo reserves the right, in its sole discretion, to modify or change this Policy at any time with or without prior notice to you. The date of the last update will be posted at the bottom of this SMS Policy for your convenience. This SMS Policy, and any changes, are effective as soon as posted. Your continued use of the SMS Service following the posting of any changes to the Policy constitutes your full acceptance of those changes.

Definitions:

- **SMS:** Short Message Service, a text messaging service that allows for the sending and receiving of short text messages on mobile devices.
- **Sender ID:** A unique identifier used to identify the sender of an SMS message. All SMS messages sent by Convo to customers must clearly identify the sender using a unique Sender ID that is associated with Convo.
- **Consent:** Before sending an SMS message, Convo will obtain consent from the recipient. Consent will be obtained through an opt-in process, or as part of an existing business relationship.

Purpose of SMS Service:

The purpose of SMS Service is to provide our customers (“you”) with: (1) updates regarding Convo's services; (2) to facilitate your use of our services and better understand your needs; (3) to fulfill your requests for information about certain products, services, and projects; (4) to

send you information, promotional materials, and offers from our company, as well as from our subsidiaries and affiliates; (5) to contact visitors to our Websites when necessary; (6) to help address problems with our Websites & services; (7) to administer our Websites; (8) to conduct internal reviews of our Websites (e.g., to determine the number of visitors to specific pages within the site); (9) to help us better understand visitors' use of our Websites; (10) to protect the security or integrity of our Websites; (11) to conduct business with you (including obtaining and disclosing credit and billing information); and (12) for such other purposes provided in this SMS and Privacy Policy at <https://convorelay.com/legal/>. Non-personal information will be used for these purposes, as well as to monitor our Websites and provide a greater online experience for our visitors.

Personal Information collected about you:

Through the use of the SMS Service, Convo will receive the following information from our third party service provider: your mobile phone number when you sign up with us, send a text message to us, the text of messages that you send to other users of the SMS Service, any user or screen name that you select in connection with the SMS Service, as well as any comments or feedback regarding the SMS Service that you send to us.

Disclosure of your information:

We will not rent or sell your Personal Information to other companies or individuals without consent. We may use or disclose such information in any of the following limited circumstances:

- We provide such information to trusted businesses or persons for the sole purpose of processing Personal Information on our behalf. When this is done, it is subject to agreements that oblige those parties to process such information only on our instructions and in compliance with this Policy and appropriate confidentiality and security measures. If the third party fails to comply with our terms, Convo is not accountable in any way for any liability or reimbursement.
- We provide such information to a company controlled by, or under common control with Convo for any purpose permitted by this SMS Policy.
- When required in response to subpoenas, court orders, or legal process, or to establish or exercise our legal rights, or the legal rights of others, or defend against legal claims.

- When necessary in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of Convo's Privacy Policy & User Agreement, or as otherwise required by law.

Frequency:

Convo will send SMS messages to customers only when necessary and with a reasonable frequency. Customers have the option to opt-out of receiving SMS messages at any time.

Message Content:

All SMS messages sent by Convo to customers must be professional, courteous, and relevant to the customer. Messages must comply with all applicable laws, regulations, and industry standards and in compliance with our [Convo User Agreement](#).

Children:

The SMS Service is not intended for children under 13, and Convo does not knowingly collect information from children under the age of 13. Children aged 13 or older should not submit any Personal Information without the permission of their parents or guardians. By using the SMS Service, you are representing that you are at least 18, or that you are at least 13 years old and have your parents' permission to use the SMS Service.

Opt-Out:

Customers have the right to opt-out of receiving SMS messages at any time by replying with the word "STOP" to the SMS message. Upon receiving an opt-out request, Convo will remove the customer's phone number from its SMS list and will no longer send SMS messages to that customer for that campaign and/or future Convo product and services.

We reserve the right to send you certain communications relating to the SMS Service, such as announcements and administrative messages, without offering you the opportunity to opt-out of receiving them.

Record Keeping:

Convo will keep records of all SMS messages sent and received for a period of five (5) years in compliance with all applicable laws and regulations.

Compliance:

Convo is committed to complying with all applicable laws, regulations, and industry standards related to the use of SMS for customer communications. Any violation of this policy by Convo will be addressed promptly and appropriate actions will be taken.

Contact Information:

If you have any questions or concerns regarding this SMS policy, please contact us at marketing@convorelay.com.