

# Privacy Policy

Effective Date: 3/22/2024

## 1. Introduction

Welcome to Elite Mortgage Services. We are committed to protecting your privacy and ensuring that your personal information is handled responsibly. This Privacy Policy outlines how we collect, use, and protect your information, particularly regarding SMS/MMS messaging services. By using our website and services, you agree to the terms of this Privacy Policy and our Terms of Service.

## 2. Information We Collect

**Personal Information:** When you opt-in to receive SMS/MMS messages from us, we collect personal information such as your name, mobile number, and other contact details.

**Non-Personal Information:** We may collect non-personal information, such as device type, browser type, and website usage data, to improve our services.

## 3. How We Use Your Information

**SMS/MMS Messaging:** Your mobile number will be used to send you SMS/MMS messages based on your opt-in preferences. These messages may include promotional content, alerts, or service-related information.

**Customer Support:** Your information may be shared with subcontractors solely for customer support purposes, such as assisting with inquiries or resolving issues related to our messaging services.

## 4. Information Sharing

**Non-Sharing for Marketing/Promotional Purposes:** We do not share your mobile number or any other personal information with third parties or affiliates for marketing or promotional purposes.

**Permitted Sharing:** We may share your information with subcontractors who assist us in providing customer support or other services directly related to your interaction with our company. These subcontractors are bound by confidentiality agreements and are only permitted to use your information in connection with the services they provide to us.

**Exclusions:** All other use cases exclude text messaging originator opt-in data and consent. This information will not be shared with any third parties.

## 5. Message Frequency and Rates

**Message Frequency:** The frequency of messages you receive may vary based on your interaction with our services. You may receive two messages per month.

**Message and Data Rates:** Standard message and data rates may apply for SMS/MMS messages, depending on your mobile carrier and service plan. Please consult your mobile carrier for more details.

## 6. Opt-Out Information

**Unsubscribe:** You can opt out of receiving SMS/MMS messages from us at any time by texting "STOP" or by following the opt-out instructions provided in each message.

**Customer Support:** If you need assistance or have any questions about opting out, please contact our customer support team at Elite Mortgage Services.

## 7. Data Security

We take the security of your personal information seriously. We implement a variety of security measures to protect your data from unauthorized access, use, or disclosure. However, please note that no method of transmission over the internet or electronic storage is completely secure.

## 8. Changes to This Policy

We reserve the right to update this Privacy Policy at any time. Any changes will be posted on this page with an updated effective date. We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your information.

## 9. Contact Us

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

Elite Mortgage Services

1247 JDJ Dr

New Braunfels, TX 78132]

[loansbynatalie@protonmail.com](mailto:loansbynatalie@protonmail.com)

361-207-4217