



## PRIVACY POLICY FOR SMS COMMUNICATIONS

At Townsend, we value your privacy and are committed to protecting your personal information. This Privacy Policy explains what personal information we collect, how we use it, and how it is shared. Please read this policy carefully to understand our practices regarding your personal information. This policy applies to all individuals interacting with Townsend or its family of companies, including but not limited to employees, clients, customers, and other business partners. Please read this policy carefully to understand our practices regarding your personal information.



### Information We Collect

We collect the following types of personal information from you:

- **Personal Identification Information:** such as your name, address, email address, phone number, and any other information you provide.
- **Employment Information:** for employees, this includes job title, employment history, and other employment-related details.
- **Transaction Information:** such as payment information, transaction history, and service usage details.
- **Sensitive Information:** such as your Social Security Number, financial information for processing payment, and any necessary medical information.



### How We Use Your Information

We use the personal information we collect for the following purposes:

- To provide and manage our services.
- To communicate with you regarding your account, transactions, or employment.
- To comply with legal obligations, such as tax reporting and regulatory requirements.
- To improve our services and ensure a secure and efficient experience for all users.



### How Your Information is Shared

We do not share your personal information with third parties, except in the following situations:

- **With Service Providers:** We may share your information with trusted service providers who perform services on our behalf, payment processing, customer support, and data storage. These service providers are required to protect your information and use it only for the purposes we specify.
- **Legal Obligations:** We may disclose your information if required to do so by law, or in response to a subpoena, court order, or other legal process.
- **Business Transfers:** In the event of a merger, acquisition, or sale of our assets, your information may be transferred to the new entity, subject to the same privacy protections.





## SMS Opt-In, Verifiable Consent, and Phone Number Privacy

If you provide your phone number for SMS notifications or communications, we want to assure you that:

- **Your SMS Opt-In and Phone Numbers Are Not Shared:** We will not share your phone number or SMS opt-in information with any third parties or affiliates. Your phone number will only be used for communication directly related to the services we provide or to your relationship with Townsend.
- **Verifiable Consent:** By providing your phone number and agreeing to receive SMS communications, you provide verifiable consent to receive such messages. We document and store this consent as required by law. If you do not provide this consent, we will not send you SMS messages.
- **Opt-Out for Non-Company-Owned Devices:** If you are using a non-company-owned device, you have the right to opt-out of receiving SMS messages at any time. You can opt-out by replying "STOP" to any message you receive from us. Once you opt-out, we will no longer send SMS messages to your personal device.



## Your Rights and Choices

You have the right to:

- Access and update your personal information.
- Request the deletion of your personal information, subject to certain legal requirements.



## Changes to This Policy

We may update this Privacy Policy from time to time. If we make any significant changes, we will notify you through the contact information you have provided.



## Contact Us

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

Townsend Company, LLC  
1015 W Jackson Street  
Muncie, IN 47305

(765) 468-3007

