

Privacy Policy and Terms & Conditions for SMS Messaging

Privacy Policy (SMS Messaging)

Effective Date: April 25, 2025

Fidelitas Insurance Partners LLC ("we", "our", "us") values your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, and protect your information when you sign up for and receive SMS communications from us.

1. Information We Collect

When you opt-in to receive SMS messages from Fidelitas Insurance Partners LLC, we may collect the following information:

- Your mobile phone number
- Your name (optional)
- Other identifying details provided voluntarily (e.g., ZIP code, email address)

2. How We Use Your Information

We use the information we collect to:

- Send you transactional, promotional, and service-related SMS messages
- Respond to your inquiries
- Notify you of important updates, offers, or policy changes
- Improve our communication and service offerings

3. Consent

By providing your mobile number and opting in, you expressly consent to receive text messages from us, including promotional content and service notifications. Consent is not a condition of purchase.

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4. Opt-Out

You may opt out of receiving SMS messages at any time by replying "STOP" to any message. After you send "STOP," we will send one final confirmation message. After that, you will no longer receive SMS messages from us unless you opt-in again.

5. Message Frequency

Message frequency may vary depending on your interactions with us. Typically, you can expect 2-5 messages per month.

6. Message and Data Rates

Message and data rates may apply based on your mobile carrier's plan. Fidelitas Insurance Partners LLC is not responsible for any charges incurred from receiving our SMS messages.

7. Data Security

We take reasonable steps to protect your information from unauthorized access, use, or disclosure. However, no method of transmission over the Internet or via SMS is 100% secure.

8. Sharing Your Information

We do not sell, rent, or share your mobile number or personal information with third parties for their marketing purposes. Your data may only be shared with trusted vendors necessary to deliver SMS messages on our behalf, under strict confidentiality agreements.

9. Children's Privacy

Our SMS services are not intended for children under the age of 13, and we do not knowingly collect information from children.

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10. Updates to This Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page with the revised effective date.

Contact Us

Fidelitas Insurance Partners LLC

Email: info@fidelitasins.com

Phone: 724-655-3500

Address: 135 Technology Dr, Suite 310, Canonsburg, PA 15317

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By enrolling in and using our SMS messaging services, you agree to these Terms and Conditions ("Agreement"). These terms apply to all SMS communications from Fidelitas Insurance Partners LLC.

1. Program Description

Our SMS service includes promotional messages, service updates, appointment reminders, and policy-related information. You can opt-in via our website, paper form, text message, or verbal agreement with a team member.

2. User Consent

By subscribing to our SMS service, you provide express written consent to receive recurring automated text messages, including promotional messages, using automated technology. Consent is not required to

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purchase goods or services.

3. Opt-Out and Help

- To stop receiving messages, reply "STOP" to any SMS you receive.
- For help, reply "HELP" or contact us at info@fidelitasins.com or 724-655-3500.

4. Mobile Carriers

Fidelitas Insurance Partners LLC is not liable for delayed or undelivered messages. Mobile carriers are not liable for delayed or undelivered messages either. Availability of service depends on your mobile carrier.

5. Message Frequency

Frequency may vary based on your interactions. You will typically receive 2-5 messages per month.

6. Costs

Message and data rates may apply. Contact your mobile provider for more details on your plan.

7. Privacy

Your use of the SMS program is subject to our Privacy Policy. We take your privacy seriously and use your information only as described in that policy.

8. Eligibility

You must be at least 18 years old or have the permission of a parent or guardian to use our SMS services.

9. Changes to Terms

We may change these Terms and Conditions at any time. Updated terms will be posted on our website and

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will be effective immediately upon posting.

10. Termination

We may suspend or terminate your subscription to our SMS services at any time, without notice, for any reason, including if we believe you have violated these terms.