

## **Privacy Policy for SMS messaging:**

### **Privacy Policy for SMS from FLOW – Mobile RV Services, LLC**

Effective Date: Feb 21,2025

FLOW – Mobile RV Services, LLC (“we,” “us,” “our”) respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how FLOW - Mobile RV Services, LLC collects and uses information about you when you opt-in to receive SMS messages from us.

#### **Information We Collect**

When you opt-in to receive SMS messages, we collect:

- Your phone number
- Consent to send SMS messages
- Your basic contact information, First and Last name
- Email
- Information about your Rig: Year, Make, Model
- Location of your Rig
- What service you are requesting

#### **How We Collect Your Information**

We may collect your information directly from you, such as when you complete a form or contact us; automatically, such as when you interact with our website; or from others, such as when we receive information about you from third parties.

#### **How We Use Your Information**

We use your information to:

- Send you the SMS messages you’ve opted to receive
- Provide initial contact while waiting on a call back for services, request for more information, appointment information, or order information.
- To operate our business

You can opt out of receiving SMS messages at any time by replying STOP to any message we send you. You can review our [Messaging Terms](#) for additional information about the opt-out process.

#### **To Whom We Disclose Your Information**

We may disclose your information to our affiliated companies; to third party service providers, business advisors, or consultants who provide services to us; in connection with a merger, acquisition, reorganization, restructuring, financing transactions or sale of assets; as required by law or administrative order; to assert claims or rights or to defend against claims; and other disclosures, if applicable.

However, we do not share your personal information, phone number, or SMS consent opt-in data with third parties or affiliates for marketing or promotional purposes. We do not share your mobile opt-in or SMS consent with anyone.

**Protection of Information**

We take steps to protect your information against unauthorized use or disclosure.

**Updates**

We may periodically update this privacy policy. If we make material changes that have a substantive and adverse impact on your privacy, we will provide notice on this website prior to the change becoming effective. We encourage you to periodically review this page for the latest information about our privacy practices. [How to Contact Us](#) You can reach us by texting the word HELP for support to 833-356-9781. You may also contact us directly at [flowmobilerservices@gmail.com](mailto:flowmobilerservices@gmail.com)