

SMS Privacy Policy

Privacy Policy for SMS Communication

Effective Date: 12/6/24

Last Updated: 6/12/25

At Acero Networks, we value your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, and safeguard your information in connection with our SMS communication program.

Information We Collect

We may collect the following information when you subscribe to our SMS communication program:

- Your mobile phone number
- Your name (if provided voluntarily)
- Details about your interactions with our SMS messages (e.g., replies to messages, opt-in or opt-out requests)

How We Use Your Information

We use the information you provide for the following purposes:

1. To send you updates and information regarding your job application.
2. To provide customer support and respond to your inquiries.
3. To comply with legal requirements and protect against fraud.

How We Share Your Information

We do not sell, rent, or share your personal information with third parties for marketing purposes. We may share your information only:

- With service providers who assist us in managing our SMS communication program (e.g., SMS platform providers).
- If required by law or to comply with a legal process.
- To protect the rights, property, or safety of Acero Networks, our users, or others.

Your Choices

- **Opt-In:** Participation in our SMS program requires your explicit consent. You may opt in by replying to our initial opt-in message or completing the opt-in process during your job application.

- **Opt-Out:** You may opt out of receiving SMS messages at any time by replying “STOP” to any message you receive from us. Upon opting out, you will receive a confirmation message and no further messages will be sent.
- **Help Requests:** You may reply “HELP” to any message to receive assistance or information on how to contact us.

Data Security

We take reasonable measures to safeguard your personal information from unauthorized access, disclosure, or misuse. However, no data transmission or storage system is guaranteed to be 100% secure.

Retention of Information

We retain your personal information only for as long as necessary to fulfill the purposes outlined in this policy or as required by law.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We will notify you of significant changes by posting the updated policy on our website or through other communication channels.

Contact Us

If you have questions about this Privacy Policy or our SMS communication program, please contact us:

- Email: help@aceronetworks.com
- Phone: 724-888-7007
- Address: 400 Holiday Drive, Suite 220 Pittsburgh, PA 15220