



## Southern Engineers Privacy Policy for 10DLC Compliance

**Effective Date:** May 1, 2024

### 1. Introduction

Southern Engineers values your privacy and is committed to protecting your personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information in compliance with 10DLC (10-digit long code) requirements for messaging.

### 2. Information We Collect

- **Personal Information:** We collect personal information that you provide to us, such as your name, phone number, email address, and other contact details when you interact with our services, including through our website, customer support, or marketing communications.
- **Message Data:** When you send or receive messages through our 10DLC services, we collect and store the content of those messages, as well as metadata such as the date, time, and recipients of the messages.

### 3. How We Use Your Information

We use the collected information for the following purposes:

- **Service Delivery:** To provide, maintain, and improve our messaging services, including sending and receiving messages on your behalf.
- **Communication:** To communicate with you, respond to your inquiries, and provide customer support.
- **Compliance:** To comply with legal obligations, including 10DLC requirements, and to prevent misuse of our services.

### 4. Information Sharing and Disclosure

We do not sell/share your personal information to third parties. However, we may share your information with:

- **Legal Requirements:** Law enforcement or regulatory agencies, as required by law, or in response to valid requests from public authorities.

## 5. Data Security

We implement appropriate technical and organizational measures to protect your personal information against unauthorized access, disclosure, alteration, or destruction. However, no method of transmission over the internet or electronic storage is 100% secure.

## 6. Your Rights and Choices

You have certain rights regarding your personal information, including:

- **Access and Correction:** You can request access to your personal information and ask us to correct or update any inaccurate information.
- **Opt-Out:** You can opt-out of receiving marketing communications from us by following the unsubscribe instructions in those communications or by contacting us directly.

## 7. Data Retention

We retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law.

## 8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any material changes by posting the new Privacy Policy on our website and updating the effective date.

## 9. Contact Us

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

### **Southern Engineers**

3716 Benson Dr

Raleigh, NC 27609

Email: [southern@southernengineers.com](mailto:southern@southernengineers.com)

Phone: 919-878-1617

## 10. Governing Law

This Privacy Policy is governed by and construed in accordance with the laws of The United States, without regard to its conflict of law principles.

By using our services, you agree to the terms of this Privacy Policy. Thank you for trusting Southern Engineers with your information.