



## SMS Privacy Policy

IDEAL ELECTRIC CO, INC. is committed to protecting your privacy. This Privacy Policy (the "Policy") governs how we treat the Personal Information that we collect and receive from you in connection with your use of the SMS Service ("Service"), which we make available to you through a third-party service provider. This Policy is incorporated into the Terms of Service.

By using the Service, you agree to the terms of this Policy. IDEAL ELECTRIC CO, INC. reserves the right, in its sole discretion, to modify or change this Policy at any time with or without prior notice to you. The date of the last update will be posted at the top of this Policy for your convenience. This Policy, and any changes, are effective as soon as posted. Your continued use of the Service following the posting of any changes to the Policy constitutes your full acceptance of those changes.

"Personal Information" is information that individually identifies you, such as your mobile phone number or user/screen name, as well as the any Personal Information that you choose to include in messages you send through SMS.

### What Personal Information is collected about you

Through the use of the SMS. IDEAL ELECTRIC CO, INC. may receive the following information from our website: your mobile phone number when you send a text message to us, the text of messages that you send to other users of the Service, any user or screen name that you select in connection with the Service, as well as any comments or feedback that you send to us.

### How IDEAL ELECTRIC CO, INC. uses Personal Information about you

We use Personal Information to (a) provide you with the Service, (b) process and respond to inquiries, (c) improve the Service, (d) if necessary, contact you with important messages.

Each message that you send to us is saved on our company owned mobile devices. We retain these messages on these mobile devices until the SMS communication is deemed complete/finished. IDEAL ELECTRIC CO, INC. utilizes servers and services owned by third parties.

### Disclosure of your information

We will not rent or sell your Personal Information to other companies or individuals, unless we have your consent. We may use or disclose such information in any of the following limited circumstances:

We have your consent.

We need to enforce our Terms of Service.

We respond to subpoenas, court orders, or legal process, or to establish or exercise our legal rights, or the legal rights of others, or defend against legal claims.

We believe it is necessary to share Personal Information to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of IDEAL ELECTRIC CO, INC.'s Terms of Service, or as otherwise required by law.

We transfer Personal Information about you if IDEAL ELECTRIC CO, INC. is, or its assets are, acquired by or merged with another company.

#### Security

IDEAL ELECTRIC CO, INC. takes precautions to ensure the security of your Personal Information, including ensuring that our third party service providers protect the security of your Personal Information. However, we cannot guarantee that hackers or unauthorized personnel will not gain access to your Personal Information despite our efforts. You should note that in using the Service, your information will travel through third party infrastructures which are not under our control (such as a third party SMS delivery platform or your carrier network).

We cannot protect, nor does this Policy apply to, any information that you transmit to other users. You should never transmit personal or identifying information to other users.

#### Opting in

A mobile user might opt-in by:

Entering a phone number online,

Sending a Mobile Originating (MO) message containing an advertising keyword,

Filling out a paper form that includes their phone number, or

Signing up at a point-of-sale location.

#### Opting out

IDEAL ELECTRIC CO, INC.'s third-party service provider gives you the ability to opt out of receiving SMS from the company for any reason. You can opt out by texting "STOP" or "QUIT".

We reserve the right to send you certain communications relating to the service you requested or are receiving, such as announcements and administrative messages, without offering you the opportunity to opt-out of receiving them.

#### Children

The Service is not intended for children under 13, and IDEAL ELECTRIC CO, INC. does not knowingly collect information from children under the age of 13.

Children aged 13 or older should not submit any Personal Information without the permission of their parents or guardians. By using the Service, you are representing that you are at least 18, or that you are at least 13 years old and have your parents' permission to use the service.

#### Intended audience

IDEAL ELECTRIC CO, INC. requires that users of this service be limited to US residents only.

#### Questions or concerns?

If you have any additional questions regarding this Policy, please feel free to contact us any time by calling 978-532-7500 x 5..

#### SMS Terms of Service

Use of the IDEAL ELECTRIC CO, INC. text message-based services (the "Service") is subject to the following Terms of Service. These terms constitute a legal agreement (the "Agreement"). Please read them carefully.

IDEAL ELECTRIC CO, INC. will allow several different opportunities, such as entering a phone number online, to opt-in to SMS services.

You can cancel the Service at any time. Just text "STOP" . After you send the SMS message "STOP" to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, just sign up as you did the first time, and we will start sending SMS messages to you again.

As always, message and data rates may apply for any messages sent to you from us and to us from you, and IDEAL ELECTRIC CO, INC. is not liable for the cost of any such messages. You will receive recurring messages. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

You understand that anyone with access to your mobile phone may be able to view the messages you receive when using the Service, and you agree that IDEAL ELECTRIC CO, INC. will not be liable to you if this occurs.

You understand that you are not required to consent to the Service to receive any other services from IDEAL ELECTRIC CO, INC.

By agreeing to these Terms of Service and providing us with your mobile phone number when you opt in to the Service, you authorize IDEAL ELECTRIC CO, INC. to contact you by text message at your mobile phone number using a telephone dialing system or device, or any other computer assisted technology as applicable.

If you have any questions regarding privacy, please contact us at 978-532-7500 x 5.