

# Big Oak Insurance Services Privacy Policy

**Effective Date:** 10/16/2025

## 1. Introduction

Welcome to Big Oak Insurance Services. Your privacy is important to us, and we are committed to protecting your personal information. This Privacy Policy explains how we collect, use, and protect your information when you use our SMS (text messaging) services. No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. All other categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties

## 2. Information We Collect

- **Personal Information:** When you sign up for our SMS services, we collect personal information such as your name, phone number, and any other information you voluntarily provide.
- **SMS Data:** We collect the content of the messages you send and receive, timestamps, and any other data related to your SMS communications with us.

## 3. How We Use Your Information

We use the information we collect for the following purposes:

- To provide and maintain our SMS services.
- To send you important updates, notifications, and information related to our services.
- To respond to your inquiries and provide customer support.

## 4. Sharing Your Information

Big Oak Insurance Services does **not** sell, trade, or otherwise transfer your personal data (phone number) and consent with third parties/affiliates or partners. We do not share the information collected through our SMS services with any third parties/partners or affiliates except in the following circumstances:

- **Service Providers:** We may share your information with trusted third-party service providers who assist us in operating our SMS services. These providers are obligated to keep your information confidential and use it solely for the purposes of providing the services to us.
- **Legal Requirements:** We may disclose your information if required by law or in response to valid requests by public authorities.

## 5. Data Security

We implement a variety of security measures to ensure the safety of your personal information. While we strive to use commercially acceptable means to protect your personal information, no method of transmission over the internet or method of electronic storage is 100% secure. Therefore, we cannot guarantee its absolute security.

## **6. Your Choices**

You have the following rights regarding your personal information:

- **Access and Correction:** You may request access to or correction of your personal information by contacting us.
- **Opt-Out:** You can opt-out of receiving SMS messages at any time by following the instructions provided in the messages, texting "STOP", or by contacting us directly.

## **7. Third-Party Links**

Our SMS services may contain links to third-party websites. We are not responsible for the privacy practices or the content of these third-party sites.

## **8. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on our website. Your continued use of our SMS services after any changes indicates your acceptance of the new Privacy Policy.

## **9. Contact Us**

If you have any questions about this Privacy Policy, please contact us at:

- **Email:** services@bigoakinsurance.com
- **Address:** 3960 Airport Blvd, Doylestown, PA 18902
- **Phone:** 267-576-7890