

# Texting Consent Form

Please Fill out the following information

**Name:**

**Phone number:**

**Ticket Number if applicable:**

**Write "Confirm" to accept communications:**

**Signature:**

By completing this form, you agree to receive SMS communications from BUSINESS NAME

BUSINESS NAME operates an SMS campaign that sends opted-in subscribers' messages about [use case]. Messaging frequency varies. Message and data rates apply. To unsubscribe, reply STOP. For more info, reply HELP, or contact EMAIL."

## Company's Privacy Policy

**Scope:** Glass Monkey respects the privacy of its clients and other individuals with whom Glass Monkey has business interactions. This policy is global, applying to all Glass Monkey's locations. It applies to personal information regardless of format. For example, the policy applies to computerized records and electronic information as well as paper-based files.

It is also applicable to all personal information that is collected, maintained, or processed by Glass Monkey. The concepts enumerated in this policy will guide Glass Monkey's selection and expectations of its clients, partners, agents, and/or contractors to whom Glass Monkey transfers and relies on for processing personal information.

**What Information We Collect or Process:** Glass Monkey processes and in certain situations collects personal information as needed to deliver its Products and Services and manage its business. When collecting personal information, Glass Monkey does so in a reasonable and lawful manner.

The types of information and the purposes for which Glass Monkey collects or processes personal information may include Indirect End User Phone Contact Information (Personal Identifiable Information)

Glass Monkey acts as a data processor regarding indirect end user personal identifiable information and our clients function as the data controller of such data. During Glass Monkey's processing and protection of such data, all use will be in conformity with the data controller's instructions.

**Clients:** Glass Monkey uses such personal information only for relevant, appropriate, and customary purposes. Glass Monkey will not share or disclose personal information for purposes other than as described herein. End users' mobile info won't be shared with outside parties

**Business Contact Information:** Glass Monkey may collect and use personal information about individual contacts of Clients and others who access Glass Monkey public websites, knowledge bases, forums, ticket systems, or provide personal information through other means. Such information may include but is not limited to account information, first/last name, company name, title, and responsibilities, work email address, work mailing address, telephone numbers, login information, device identifiers, as well as additional information provided by such individuals in the course of receiving Products and Services from Glass Monkey and/or requesting information about Glass Monkey. We will use such information for the purposes of providing Products and Services, support, conducting data analytics and product assessments and related activities, and providing information regarding Glass Monkey Products and Services.

**Security:** We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline. Wherever we collect sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a closed lock icon at the bottom of your web browser or looking for "https" at the beginning of the address of the web page. While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (e.g., billing or customer service) are granted access to personally identifiable information. The computers/servers on which we store personally identifiable information are kept in a secure environment.