

# **SMS Privacy Policy—Pursuant to debt collector regulations**

## **Introduction**

Pivot Rock Solutions, LLC. (“we”, “us”, “our”) is committed to protecting your privacy. This SMS Privacy Policy explains how we collect, use, and protect your personal information specifically when you opt into our SMS program. This policy is dedicated solely to our SMS communications and does not cover any other forms of communication (e.g., voice, email).

## **Information Collection and Use**

Once we are in a business relationship, we collect personal information, such as your name and phone number, exclusively for our SMS program. We collect the information through email from original creditor and/or lienholder.

This information is used solely for sending you text messages about our company’s services and updates via SMS. You may also receive information from us regarding appointments, status of your matter, and other business details directly related to your matter. Your information will not be used for any other type of communication unless you have separately opted into those forms of communication.

## **Data Storage and Protection**

We securely store your personal information and implement appropriate security measures to protect it from unauthorized access, disclosure, or destruction. The information collected for SMS communications is kept in a secure database dedicated to SMS messaging.

## **Data Sharing**

We do not share your personal information with third parties, except as necessary to provide our SMS services or as required by law. Your information collected for SMS will not be shared for other communication purposes.

## **Your Rights to Opt Out**

You have the right to access, correct, verify, change, or remove your personal information collected for SMS purposes. You can opt-out of our SMS program at any time sending us instructions to "STOP," "QUIT," "END," "REVOKE," "OPT-OUT," "CANCEL," "UNSUBSCRIBE.", or the like. You may send this to us by responding to any SMS message from us any day of the week and at all hours. Opting out of SMS communications will not affect your subscription to other forms of communication you may have opted into separately.

## **Contact Us**

If you have any questions, concerns, or would like to opt out of our SMS program and are unable to send an SMS message, please contact us at:

Pivot Rock Solutions, LLC, 3605 S. Tamarac Dr., Suite 200, Denver, CO 80237

Phone: (855) 789-7988

Email: [notices@pivotrocksolutions.com](mailto:notices@pivotrocksolutions.com)

To opt out, please include the phone number or numbers to which the opt out instruction applies with your name.

## **Changes to This Policy**

We may update this SMS Privacy Policy from time to time. We will notify you of any changes by posting the new policy on our website.

Effective Date - This policy is effective as of 05/01/2025

## **TO OPT IN:**

You may choose to opt in to receive SMS communications at your convenience by calling, emailing or texting us.