

## SMS Messaging Policy + Terms and Conditions

### Privacy Policy

#### 1. Overview

This policy outlines how we handle SMS messaging and the consent process for customers and users opting into SMS communications. We are committed to protecting your privacy and ensuring that any personal information, including data related to your consent to receive text messages, is treated with the utmost confidentiality.

#### 2. Opt-In Process

By opting in to receive SMS messages from us, you provide explicit consent to receive promotional, transactional, and service-related messages via text. This consent is obtained when you voluntarily provide your phone number, and you confirm that you wish to receive communications from us through text messages.

#### 3. Use of Opt-In Data

The phone number and any other data provided during the opt-in process (such as preferences or opt-in date) are used solely for the purpose of sending SMS communications directly related to our products, services, or promotions. We will use this information exclusively to send messages as per your consent.

#### 4. No Sharing with Third Parties

We respect your privacy. The phone number and any other opt-in data you provide to us will **not be shared, sold, rented, or otherwise disclosed to any third parties** under any circumstances. This includes, but is not limited to, sharing with marketing agencies, data brokers, or external partners.

#### 5. Data Security

We take reasonable precautions to ensure that your personal information, including SMS opt-in data, is stored securely. Only authorized personnel within our organization have access to this data, and it is used only for the purposes described above.

#### 6. Opt-Out

You may opt out of receiving SMS messages at any time by replying "STOP" or following the opt-out instructions provided in each SMS message. Upon receiving your opt-out request, we will promptly remove your phone number from our SMS messaging list and cease sending further messages.

#### 7. Changes to the Policy

We reserve the right to update this SMS Messaging Policy at any time. Any changes will be posted on this page with an updated date. We encourage you to review this policy periodically to stay informed about how we handle your information.

#### 8. Contact Information

**Contact: Email:** [Info@KangarooJourneys.com](mailto:Info@KangarooJourneys.com) **I Ph:** 614-964-1671 **I Website:** [www.KangarooJourneys.com](http://www.KangarooJourneys.com)



If you have any questions about this policy or need assistance with managing your SMS preferences, please contact us at [info@kangaroojourneys.com](mailto:info@kangaroojourneys.com)

## **SMS Messaging Terms and Conditions**

### **1. Introduction**

By opting into SMS messaging services provided by Kangaroo Journeys, you consent to receive text messages regarding schedule changes, service notifications, and other important updates related to our services. This agreement outlines the terms and conditions under which we send SMS messages, as well as your rights and responsibilities.

### **2. Purpose of SMS Messages**

The purpose of the SMS service is to send timely alerts regarding:

- Schedule changes (e.g., changes to booking times, cancellations, or delays)
- Service notifications (e.g., updates about your journey, reminders, or important announcements)

You agree to receive these messages based on the contact information you have provided, and understand that such messages are necessary to manage the services we offer.

### **3. Message Frequency**

The frequency of SMS messages may vary depending on the nature of the services provided and any changes to your schedule. You may receive multiple messages in a day, or only occasional updates depending on your interaction with our services.

### **4. Message and Data Rates**

Message and data rates may apply to the receipt of SMS messages, depending on your mobile phone service provider and plan. Standard text messaging rates, as determined by your mobile carrier, will apply. Kangaroo Journeys is not responsible for any charges or fees that may arise from receiving SMS messages.

### **5. Opt-Out Instructions**

You may opt out of receiving SMS messages at any time. To opt out, simply reply to any message with the word **STOP**. Once your request is received, you will no longer receive SMS notifications from us unless you opt in again. Please note that opting out will not affect your ability to use other services provided by Kangaroo Journeys.

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## 6. Assistance

If you need help or have questions regarding the SMS messaging service, text **HELP** to receive instructions or assistance. Alternatively, you can visit our website at [www.kangaroojourneys.com](http://www.kangaroojourneys.com) for additional support.

## 7. Privacy Policy and Terms of Service

By using our SMS messaging service, you agree to the terms and conditions outlined in this document. For more information on how we collect, use, and protect your personal information, please review our Privacy Policy.

## 8. Changes to Terms

Kangaroo Journeys reserves the right to modify or update these SMS Messaging Terms and Conditions at any time. Any changes will be effective immediately upon posting the updated terms on our website. We encourage you to review this document periodically to stay informed about any updates.

## 9. Contact Us

If you have any questions, concerns, or feedback about our SMS messaging service, please feel free to contact us at 614-754-6764 or via email at [info@kangaroojourneys.com](mailto:info@kangaroojourneys.com).

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## Summary of Key Information:

- **Opt-Out:** Text STOP to opt out at any time.
- **Help:** Text HELP for assistance or visit [www.kangaroojourneys.com](http://www.kangaroojourneys.com).
- **Message & Data Rates:** May apply based on your mobile plan.