



## Privacy Policy

**The following policies are effective as of 06/01/2024** until a new policy is posted on our website at [www.Level4Transit.com](http://www.Level4Transit.com) or delivered to customer electronically or in hard copy form.

We respect your privacy. This policy outlines how we use information collected via our SMS program and our email program.

### SMS (Text messaging) Policy:

**What Info We Collect:** When you opt-in to our SMS program, we collect your mobile phone number and other information directly supplied by yourself when submitting on any form on our website. We may also collect information you provide directly to us in response to our messages.

**How We Use Your Info:** We use this information to communicate with you via SMS or email for the such:

- Ride request details
- Transportation cost details
- Payment portal links
- Ride status updates / appointment reminders
- Customer survey
- Marketing outreach

**Opting Out:** You can stop receiving SMS messages at any time by replying STOP to any of our messages. You may receive a final message confirming your opt-out. For help, reply HELP.

**No Mobile Info Sharing:** We will not share your mobile or personal information with any third parties for their promotional/marketing purposes. This is defined as information that describes the specifics of the customer's mobile phone experience, including but not limited to, the customer's telephone number, name, address or any other information on an individual basis.

More Info: For a more detailed privacy policy, please visit <https://www.level4transit.com/policies> .

Contact: For questions about this policy, please contact us at <https://www.level4transit.com/contact-us>

## Examples of communications:

- Customers and Guests: Updates regarding your ride requests, ride confirmations, quotes, or payments related information.
- Job Applicants: Information about your application status, onboarding materials, or other employment-related updates.

## Sample Messages:

- This is Level 4 Transit. We received your request for a transport. Please call us back at 214-764-8385 so we can confirm the final details. You can opt out at any time by texting "STOP."
- The quote for your ride from Level 4 Transit on May 2, 2025 is \$150. Your invoice has been emailed to you.
- Your driver, Pedro, is on the way. Please be ready 5 minutes early so they can get you to your destination on-time.
- Level 4 Transit is honored to serve you. We would appreciate a 5-star review on our Google page. You can opt out at any time by texting "STOP."
- Your job application has been received

## Standard Messaging Disclosures

The following disclosures will apply to all messages via our phone system.

- Message and data rates may apply.
- You can opt out at any time by texting "STOP."
- For assistance, text "HELP" or visit our Privacy Policy at <https://www.level4transit.com/policies>