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# Cotgreave Insurance Agency - Messaging Privacy Policy

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This Messaging Privacy Policy explains how the Cotgreave Insurance Agency, Inc. collects and uses information about you in relation to its text message program (the “Messaging Service”). We use M2S VoIP to provide the Messaging Service to you. For the purposes of the Messaging Service, M2S VoIP acts as our service provider and data processor of your information.

## Collection of Information

We collect various information on our behalf from and about you, including information you directly provide when you use the Messaging Service. For example, we collect the phone number you provided when signing up for the Messaging Service. When you send messages via the Messaging Service, we will also collect your messaging history and any information included in those messages.

## Use of Information

We use your information to deliver, analyze, maintain and support the Messaging Service. We may also use your information to enhance the Messaging Service features and customize and personalize your experiences on the Messaging Service.

## Sharing of Information

We may share, transfer, or disclose your information, if you consent to us doing so, as well as in the following circumstances:

**Service Providers.** We may share your information with third parties to help us provide the Messaging Service to you.

**Legal Requirement and Protection of M2S VoIP and Others.** We may disclose your information as we believe such disclosure is necessary or appropriate to: (i) comply with applicable law and legal processes; (ii) respond to requests from public and government authorities, including public and government authorities outside your country of residence; (iii) enforce a contract with us; (iv) protect our rights, privacy, safety, or property, and/or that of our affiliates, you or others; and (v) allow us to pursue available remedies or limit the damages that we may sustain.

## Protection of Information

We take a variety of physical, technical, administrative, and organizational security measures based on the sensitivity of the information we collect to protect your information against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access. Unfortunately, no online activity can be guaranteed to be 100% secure. While we strive to protect your information against unauthorized use or disclosure, we cannot ensure or warrant the security of any information you provide. We do not accept liability for unintentional disclosure.

## Retention of Information

We retain your information for as long as you participate in the Messaging Service or as needed to comply with applicable legal obligations. We will also retain and use your information as necessary to resolve disputes, protect us and our customers, and enforce our agreements.

## Choices and Controls

Consent to receive automated text messages is not a condition of any purchase. You can opt-out of receiving further commercial text messages via the Messaging Service by responding to any of our text messages with any of the following replies: STOP, or OPTOUT. For additional opt-out information, please review our Terms.

## Customer Care

If you are experiencing any problems with the Messaging Service, please email [info@get-insured.com](mailto:info@get-insured.com)

By signing up to receive text messages from us, you also agree to our main Privacy Policy.