

# System7

## Privacy Policy

Effective Date: May 18, 2026

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### 1. Introduction

System7 ("we," "us," or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal information when you interact with our services, including our SMS text messaging notification program.

By providing your phone number and opting in to receive SMS messages from System7, you acknowledge and agree to the practices described in this Privacy Policy.

### 2. Information We Collect

We may collect the following types of personal information:

- Name
- Mobile phone number
- Email address (if provided)
- Service account information
- Communication preferences (e.g., opt-in/opt-out status for SMS notifications)

### 3. How We Use Your Information

We use the information we collect solely for the following purposes:

- To send you SMS text message notifications related to your System7 service, including appointment reminders, service alerts, status updates, and other operational communications
- To maintain accurate records of your communication preferences, including opt-in and opt-out requests
- To respond to your inquiries and provide customer support
- To improve our services and communications

### 4. Sharing of Information

System7 does not sell, rent, trade, or otherwise share your personal information with third parties for marketing or advertising purposes.

We will not share your mobile phone number or any other personal information collected through our SMS program with third parties for their own marketing use.

We may share your information only in the following limited circumstances:

- With service providers who assist us in operating our SMS messaging platform (e.g., Twilio), solely to deliver messages on our behalf and under strict confidentiality obligations
- As required by applicable law, regulation, legal process, or governmental request
- To protect the rights, property, or safety of System7, our customers, or others

## **5. Data Retention**

We retain your personal information only as long as necessary to provide our services and comply with applicable legal obligations. When you opt out of our SMS program, we will retain a record of your opt-out status to honor your preferences and prevent future unsolicited messages.

## **6. Data Security**

We implement appropriate technical and organizational measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction. However, no method of electronic transmission or storage is 100% secure, and we cannot guarantee absolute security.

## **7. Your Rights and Choices**

### **Opting Out of SMS Messages**

You may opt out of receiving SMS messages from System7 at any time by replying STOP to any message you receive from us. Once you opt out, you will receive a final confirmation message and no further SMS messages will be sent to your number unless you re-enroll.

### **Requesting Help**

If you need assistance, reply HELP to any SMS message from System7 or contact our support team directly using the contact information below.

### **Access and Correction**

You may request access to, correction of, or deletion of your personal information by contacting us at the information provided below.

## **8. Children's Privacy**

Our services are not directed to children under the age of 13. We do not knowingly collect personal information from children under 13. If you believe we have inadvertently collected such information, please contact us immediately.

## 9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we do, we will update the effective date at the top of this page. We encourage you to review this policy periodically. Your continued use of our services after any changes constitutes your acceptance of the updated policy.

## 10. Contact Us

If you have questions or concerns about this Privacy Policy or our data practices, please contact us:

**System7** — A Corterra Group Company

Website: <https://sys7.io>

Email: [support@sys7.io]

Phone: [INSERT SUPPORT PHONE NUMBER]

Mailing Address: [INSERT MAILING ADDRESS]