

## **Privacy Policy for Skyrunner, Inc.**

Effective Date: 10/21/2024

Skyrunner, Inc. (“we,” “us,” or “our”) is committed to protecting your privacy. This Privacy Policy outlines how we collect, use, share, and protect your personal information when you use our services, including via 10DLC (10-digit long code) messaging services. By using our services, you agree to the terms of this Privacy Policy.

### **1. Information We Collect**

We collect various types of information to provide and improve our services:

- **Personal Information:** This may include your name, phone number, email address, and any other details you provide to us directly.
- **Message Content:** We may collect the content of your messages sent via our services, including text, attachments, and other related data.
- **Usage Data:** We may collect information about how you interact with our services, such as the frequency and duration of your use, the type of device you use, and the messaging services you interact with.

### **2. Use of Your Information**

We use the collected information for the following purposes:

- To provide, maintain, and improve our services.
- To communicate with you, including for customer support, marketing, and service-related announcements.
- To monitor and analyze service usage and trends to improve our offerings.
- To comply with legal obligations, including complying with applicable telecommunications regulations for 10DLC messaging.

### **3. Sharing Your Information**

We may share your personal information under the following circumstances:

- **With Service Providers:** We may share your data with third-party service providers that help us operate our platform or provide related services.
- **Legal Requirements:** We may share information if required to do so by law or if we believe such action is necessary to comply with legal processes or protect our rights, privacy, or safety.
- **Aggregated Data:** We may share aggregated or anonymized data that does not personally identify you for research or analytics purposes.

### **4. 10DLC Compliance**

We comply with the regulatory requirements for 10DLC messaging, which includes:

- **Opt-in Consent:** We obtain explicit consent from users to send messages via 10DLC. This means you must voluntarily opt in to receive messages from us. This consent is solely for our

communications and will not be shared, sold, or transferred to third parties for any marketing or communication purposes.

- **Opt-Out Options:** You may opt out of receiving messages at any time by replying with an opt-out keyword (e.g., “STOP”) or following the instructions provided in the message.
- **Message Transparency:** We ensure that the content of our messages is clear and not misleading.
- **Limitations on Use:** We use 10DLC messaging only for permitted purposes, such as customer service, alerts, and other non-spam-related communications.

## 5. Data Security

We take reasonable precautions to protect your information from unauthorized access, disclosure, or alteration. However, no data transmission over the internet or storage system is completely secure. While we strive to protect your personal information, we cannot guarantee its absolute security.

## 6. Your Choices and Rights

You have the following rights regarding your personal information:

- **Access and Correction:** You can request access to the personal information we hold about you and request corrections if it is inaccurate or incomplete.
- **Opt-Out:** You can opt-out of receiving marketing or promotional messages by following the opt-out instructions provided in our communications.
- **Data Deletion:** You can request the deletion of your personal information by contacting us at [helpdesk@skyrunner.net](mailto:helpdesk@skyrunner.net). Note that some data may need to be retained for legal or business purposes.

## 7. Third-Party Links and Services

Our services may contain links to third-party websites or services that are not controlled by us. We are not responsible for the privacy practices of these third parties. We encourage you to review their privacy policies before providing any personal information.

## 8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page, and the "Effective Date" at the top will be updated accordingly. We encourage you to review this Privacy Policy periodically.

## 9. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your personal information, please contact us at:

Skyrunner, Inc.

[helpdesk@skyrunner.net](mailto:helpdesk@skyrunner.net)

(828) 258-8562

779 Dogwood Road, Asheville, NC 28806