

## Privacy Policy

Nexus Group LLC values your privacy and is committed to protecting your personal information. This Privacy Policy outlines how we collect, use, store, and protect your data when you interact with our website and services, including when you submit your phone number or email.

### 1. Information We Collect

Nexus Group collects the following personal information when you interact with our website and submit your information:

- Phone number: To communicate with you via voice or SMS when opt-in is selected in response to inquiries or related to our services. Message and data rates may apply. Reply STOP at any time to opt out.
- Email: To communicate with you via email in response to website inquiries.
- **SMS opt in and Phone numbers collected for Communications purposes will not be shared with Third parties and affiliates for Marketing.**

### 2. How We Use Your Information

The phone number you provide is used solely for general communication, in response to customer and prospective customer inquiries.

By checking the SMS Opt-In box, you consent to receive SMS messages from us and agree to Nexus Group's privacy policy. You can opt out at any time by replying 'STOP' to stop receiving SMS messages. Reply HELP for additional information.

### 3. Sharing Your Information

Nexus Group will never sell or rent your personal information to third parties. However, we may share your phone number with trusted service providers, such as SMS marketing platforms, to help us deliver messages to you. These providers are required to comply with strict privacy and security standards. Nexus Group is not responsible for the privacy policies of the service providers.

#### 4. Data Retention

Nexus Group retains your phone number only for as long as necessary to provide SMS communications and services. If you choose to opt-out or unsubscribe from our SMS communications, we will stop sending messages and remove your phone number from our SMS list. Reply STOP to opt out of receiving SMS messages.

#### 5. Your Rights Regarding Your Data

You have the right to:

Access, correct, or delete your personal data.

Opt-out of SMS communications at any time by replying 'STOP' to any SMS message.

For additional information reply HELP at any time.

To exercise your rights, please contact us at [info@nexusgroupllc.com](mailto:info@nexusgroupllc.com).

#### 6. Security of Your Information

Nexus Group takes reasonable steps to protect your personal information, including your phone number, from unauthorized access, loss, or misuse. However, please note that no method of internet transmission is completely secure, and we cannot guarantee the security of information transmitted to us.

#### 7. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page, and if they are significant, we will notify you via email or SMS.

#### 8. Contact Us

If you have any questions about our privacy practices or wish to manage your personal information, please contact us at [info@nexusgroupllc.com](mailto:info@nexusgroupllc.com) or 980-217-5600.

## **SMS Terms & Conditions (Heading in light blue same as Privacy Policy)**

### **1- SMS Consent Communication:**

The information (Phone Numbers) obtained as part of the SMS consent process will not be shared with third parties for marketing purposes.

### **2- Types of SMS Communications:**

If you have consented to receive text messages from Nexus Group LLC, you may receive messages related to the following:

- Appointment scheduling
- Appointment reminders
- Post-Visit Instructions
- Billing Notifications

**Example:** *"Hello, please let me know what time the technician is scheduled to arrive at (Account Name) as this is a critical service need. You can reply STOP to opt out of SMS messaging from Nexus Group, LLC at any time."*

### **3- Message Frequency:**

Message frequency may vary depending on the type of communication. For example, you may receive up to 1 SMS message per week related to your appointment or post-visit instructions/billing.

**Example:** *"Message frequency may vary. You may receive up to 1 SMS message per week regarding your appointments or account status."*

### **4- Potential Fees for SMS Messaging:**

Please note that standard message and data rates may apply, depending on your carrier's pricing plan. These fees may vary if the message is sent domestically or internationally.

### **5- Opt-In Method:**

You may opt-in to receive SMS messages from Nexus Group LLC in the following ways

- By submitting an online form

## **6- Opt-Out Method:**

You can opt out of receiving SMS messages at any time. To do so, simply reply "STOP" to any SMS message you receive. Alternatively, you can contact us directly to request removal from our messaging list.

## **7- Help:**

If you are experiencing any issues, you can reply with the keyword HELP. Or, you can get help directly from us at <https://nexusgroupllc.com/contactus>, or [info@nexusgroupllc.com](mailto:info@nexusgroupllc.com)

## **Additional Options:**

- If you do not wish to receive SMS messages, you can choose not to check the SMS consent box on our forms.

## **8- Standard Messaging Disclosures:**

- 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 page.
- Message frequency may vary