



## **Velocity Business Solutions – Communications & Privacy Policy**

**Last Updated: 12/4/2025**

Velocity Business Solutions (“Velocity,” “we,” “our,” or “us”) is committed to protecting your privacy and ensuring transparent practices regarding how we collect, use, store, and safeguard your information across phone, SMS/text, and email communications. This Privacy Policy complies with applicable U.S. laws, including the Telephone Consumer Protection Act (TCPA), CAN-SPAM Act, CTIA guidelines, and general U.S. privacy standards.

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

We may collect the following information when you communicate with us or opt in to receive communications:

#### **Personal Information**

- Name
- Business name
- Phone number(s)
- Email address
- Job title or business role
- Preferred communication method

#### **Communication Data**

- SMS/text message content
- Email content and engagement data
- Call logs (date, time, duration)
- Voicemail recordings (if voluntarily provided)

#### **Technical & Device Data**

- Device type
- IP address
- Carrier information

We collect only the information necessary to deliver services, updates, support, and business communications.

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### **2. Consent to Communicate**

By providing your phone number or email address to Velocity, you consent to receive communications from us through phone calls, SMS/text messages, and email.

Consent may be obtained via:

- Website form entries
- Online checkboxes
- SMS keyword opt-ins
- Verbal consent during recorded calls
- Written contracts or applications
- Existing business relationship

#### **SMS/Text Consent:**

By opting in, you confirm that:

- You are the owner or authorized user of the phone number provided.
  - You agree to receive automated and recurring text messages.
  - Message frequency may vary.
  - Standard message and data rates may apply.
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### **3. How We Use Your Information**

We use the information collected for the following purposes:

#### **Service & Support**

- Account notifications
- Deployment and onboarding updates
- Scheduling messages
- Technical support

#### **Business & Operational Communications**



- Service updates
- Policy updates
- Billing or account inquiries

**Marketing Communications (only with express written opt-in)**

- Promotions, special offers, or new product announcements
- Velocity will not send marketing texts without express written consent.

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#### **4. Disclosure of Information**

Velocity does not sell or rent personal information.

We may share information with:

- SMS service providers
- Email delivery providers
- CRM platforms
- Cloud storage vendors

All third-party providers are required to maintain confidentiality and use information solely to perform contracted services.

We may disclose information if required by law, subpoena, or regulatory requirement.

Velocity does not share SMS/text data with third parties for their marketing purposes.

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#### **5. Data Retention**

We retain information only as long as necessary for business purposes or as required by law.

General retention guidelines:

- SMS/text messages: 12–24 months
- Email history: 24–36 months
- Call recordings: 12 months
- Account information: duration of customer relationship

You may request deletion of your information at any time where legally permissible.

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#### **6. Your Rights**

You have the right to:

- Opt out of SMS by replying “STOP” to any message
- Text “HELP” for assistance
- Unsubscribe from emails using the link in the footer
- Request access to your personal information
- Request correction or deletion of personal information

To exercise any rights, contact us at: [helpdesk@govelocity.com](mailto:helpdesk@govelocity.com)

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#### **7. SMS/Text Messaging Compliance (TCPA & CTIA)**

Velocity adheres to TCPA and CTIA rules for SMS/Text messaging.

**Consumer Disclosures:**

- Message and data rates may apply
- No purchase is required as a condition of opting in
- Opt out at any time by texting “STOP”
- Assistance available by texting “HELP”
- Message frequency varies

**Messaging Best Practices:**

- No SMS sent outside permissible hours (8 AM–9 PM local time)
- Brand identification included in all messages
- No SHAFT content (Sex, Hate, Alcohol, Firearms, Tobacco)
- No misleading or deceptive content
- All opt-out requests honored immediately
- Secure storage of SMS data



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## 8. Security Measures

Velocity implements industry-standard security practices, including:

- Encrypted data transmission
- Restricted access to customer data
- Secure CRM systems
- Multi-factor authentication
- Regular data audits
- Role-based access controls

No method of electronic storage is completely secure, but we strive to maintain the highest security standards.

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## 9. Children's Privacy

Our services are not directed to individuals under 18, and we do not knowingly collect information from minors.

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## 10. Changes to This Policy

We may revise this Privacy Policy periodically. Updates will be posted on our website with a revised "Last Updated" date. Significant changes may also be communicated directly to you.

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## 11. Contact Information

For questions, concerns, or privacy requests, contact:

**Velocity Business Solutions**

Email: [helpdesk@govelocity.com](mailto:helpdesk@govelocity.com)

Phone: 877-211-1597

Website: [www.govelocity.com](http://www.govelocity.com)

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## 12. A2P 10DLC Compliance Statement

Velocity certifies that:

- All SMS/text subscribers have provided valid opt-in consent.
- Opt-out mechanisms are provided and honored.
- Messages are used solely for service, support, and approved purposes.
- No spam, fraud, or prohibited content is transmitted.
- Velocity follows all CTIA and carrier-level compliance requirements.