
SMS Messaging Privacy Notice

1. Scope

This SMS Messaging Privacy Notice explains how we collect, use, and protect information in connection with our text message (SMS and MMS) communications with individuals located in the United States. Your phone number will be handled in accordance with our [Privacy Policy](#). We do not share SMS opt-in consent with any third parties for solicitation purposes. By opting in to receive SMS messages from us, you agree to the terms of this Notice.

2. Information We Collect

When you opt in to receive SMS communications, we may collect:

- Your mobile phone number
- Your name (if provided)
- The date, time, and content of messages sent and received
- Your opt-in and opt-out preferences
- Delivery and read confirmation data (where available)

We do not collect sensitive personal information through SMS.

3. How We Use SMS Information

We use SMS information to:

- Send transactional messages (e.g., confirmations, updates, alerts)
 - Send customer service communications
 - Maintain records of consent and communications
 - Comply with legal and regulatory obligations
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4. Opt-Out and Your Choices

To opt out of SMS communications:

- Reply **STOP** to opt out; or
- Contact us at privacy.noram@sodexo.com

After opting out, you will receive a final confirmation message. No further messages will be sent unless you re-enroll.

- Reply **HELP** for help; or
 - contact us at privacy.noram@sodexo.com
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5. Message Frequency and Fees

Message frequency may vary.

Message and data rates may apply according to your mobile carrier plan. You are responsible for any charges imposed by your carrier.

Carriers are not liable for any delayed or undelivered messages.

6. Sharing of Information

We do not sell your mobile number or SMS consent data.

We may share your information with:

- Service providers that assist us in delivering SMS messages
- Legal authorities where required by law

All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties, affiliates, or business partners for marketing, promotional, or other unrelated purposes.

7. Data Retention

We retain SMS records, including consent documentation, as long as necessary to:

- Provide services
- Comply with legal obligations

- Resolve disputes
 - Enforce agreements
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8. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect SMS-related information.

9. Review and Correction of Your Information

You may review and edit the information we collected about you at any time by contacting us at the addresses listed at the end of this Notice. If your information has been shared with a third party, as described elsewhere in this Notice, then that third party has received its own copy of your data. If you have been contacted by one of these third parties and wish to correct or delete your information, please contact them directly.

10. Changes to This Notice

We may update this SMS Messaging Privacy Notice from time to time. Any changes will be posted with an updated effective date.

11. Contact Information

If you have questions about this Notice or our SMS practices, please contact:

Sodexo Operations, LLC
915 Meeting St, North Bethesda, MD 20852
privacy.noram@sodexo.com