



Cosmo Expedite Data Protection & SMS Communication Policy

Last Updated: 18.11.2024

1. Purpose of Policy

Cosmo Expedite is committed to protecting your personal information and ensuring compliance with applicable data protection laws, including but not limited to the Telephone Consumer Protection Act (TCPA), the Cell Phone Consumer Protection Act (CPPA), and the National Do Not Call (DNC) Registry requirements. This policy outlines how we handle and process your data when you submit your contact information for SMS communications.

2. Consent to Receive SMS Communications

By submitting your phone number through our online form, you consent to receive SMS communications from Cosmo Expedite. These messages may include, but are not limited to, updates about job opportunities, dispatch notifications, and other operational communications related to Cosmo Expedite's business activities.

Message and data rates may apply. You also acknowledge that consent is not a condition for employment or service, and you can withdraw your consent at any time.

3. Opt-Out Policy

You may opt out of receiving future SMS messages by replying with the word "STOP" to any text you receive from us. Once you opt out, no further SMS communications will be sent to your device unless you explicitly opt back in.

We ensure that all opt-out requests are processed promptly to respect your preferences.

4. Data Security and Privacy

Cosmo Expedite values the privacy and security of your personal information. We take reasonable steps to protect your personal data from unauthorized access, alteration, disclosure, or destruction. SMS opt-in or phone numbers for the purpose of SMS are not shared with third parties or affiliates.

5. Timing of Messages

In compliance with the **Telephone Consumer Protection Act (TCPA)** and applicable state regulations, we send messages between 9:00 a.m. and 8:00 p.m. local time of the recipient. We do not send communications during restricted "quiet hours" (before 8:00 a.m. or after 9:00 p.m.).

6. Content Standards

All SMS communications sent by Cosmo Expedite comply with the **Cellular Telecommunications and Internet Association (CTIA)** guidelines and include only necessary, business-related content.

We will not send text messages containing:

- Hate speech, offensive language, or illegal content.
- Content related to controlled substances, adult content, or other restricted topics.
- Unsolicited marketing or promotional messages.

7. Record Retention

We will retain records of all opt-ins and opt-outs for a minimum of five (5) years, including the date and method of consent. These records will be securely stored and made available if requested for compliance purposes.

8. National Do Not Call (DNC) Compliance

Cosmo Expedite is committed to respecting the National Do Not Call (DNC) Registry. We will not send SMS communications to numbers listed on the DNC Registry unless explicit consent has been provided. Additionally, if you request to be removed from our communications, we will ensure that your number is promptly added to our internal DNC list.

9. User Rights and Access

You have the right to access, update, or request deletion of your personal information at any time. If you wish to exercise these rights, please contact us via the details below.

10. Contact Information

For any questions or concerns regarding our SMS communication policy, data protection practices, or to exercise your rights, please contact us at:

Email: safety@cosmoexpedite.com

Phone: (773) 633-1514

Address: 4946 S Leamington Ave, Chicago, IL

11. Changes to This Policy

We reserve the right to modify or update this Data Protection & SMS Communication Policy at any time. We will notify you of significant changes by posting an updated policy on our website. We encourage you to review this policy periodically.