

## Privacy Policy for Family Benefit Solutions

Welcome to Family Benefit Solutions ("Company," "we," "our," or "us"). We value your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, and safeguard your information when you visit our website <https://familybenefitsolutions.net> (the "Website"). This policy applies solely to information collected by Family Benefit Solutions. By using our Website, you agree to the collection and use of your information in accordance with this policy.

### Information We Collect

#### 1. Personal Information

We collect personal information that you voluntarily provide, including:

- \* Name
- \* Email address
- \* Phone number
- \* Address
- \* Any other information you provide through forms, emails, or direct communication

#### 2. Non-Personal Information

When you visit our Website, we may collect non-personal information, such as:

- \* IP address
- \* Browser type and version
- \* Device information
- \* Pages visited and time spent on the Website
- \* Referring website

### How We Use Your Information

We use the collected information for the following purposes:

- \* To respond to your inquiries and provide customer support
- \* To process transactions and deliver requested services
- \* To send important updates, including policy changes, special offers, and service information
- \* To improve our Website, services, and user experience

\* To comply with legal obligations

## How We Share Your Information

We DO NOT SELL OR SHARE your personal information with third parties outside of our organization, except in the following cases:

\* Service Providers: We may share data with trusted third-party vendors who assist in operating our business, such as payment processors, email service providers, and customer support platforms.

\* Legal Requirements: If required by law or to protect our legal rights, we may disclose your information in response to a court order, subpoena, or legal request.

## Mobile Data and Opt-In Policy

We respect your privacy and your choice to opt-in for mobile communications. We do not share or sell mobile opt-in data with third parties for marketing purposes. Mobile phone numbers collected for SMS communications will only be used for the purposes stated at the time of collection, such as updates, reminders, and important notifications. You may opt-out of SMS communications at any time by following the opt-out instructions provided in the message.

## SMS Terms & Conditions

### 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 Family Benefit Solutions, you may receive messages related to the following:

Example: "Hello, this is a friendly reminder of your upcoming appointment with your agent at Family Benefit Solutions on [Date] at [Time]. You can reply STOP to opt out of SMS messaging from Family Benefit Solutions at any time."

### 3. Message Frequency:

Message frequency may vary. You may receive up to 2 SMS messages 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 Family Benefit Solutions in the following ways:

- Verbally, during a conversation

#### 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://familybenefitsolutions.net>

#### 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 and Terms and Conditions pages.
- Message frequency may vary.

#### Your Choices and Control Over Your Information

You have the right to:

- \* Opt-Out of Communications: You can unsubscribe from marketing emails or text messages at any time.
- \* Request Access to Your Data: You may ask what personal data we have about you.
- \* Request Correction or Deletion: You can request updates, corrections, or the deletion of your data by contacting us.

To exercise these rights, please contact us via phone at (678) 961-3242 or email [info@familybenefitsolutions.net](mailto:info@familybenefitsolutions.net).

#### Security Measures

We take the security of your personal data seriously. Measures include:

- \* Encryption: We use Secure Socket Layer (SSL) encryption to protect data during transmission.
- \* Restricted Access: Only authorized employees have access to personal information.

\* Data Protection Measures: We store data securely and regularly review our security practices.

### Cookies and Tracking Technologies

Our Website may use cookies and similar tracking technologies to enhance user experience, analyze traffic, and improve our services. You can adjust your browser settings to refuse cookies, but this may limit functionality.

### Third-Party Links

Our Website may contain links to third-party websites. We are not responsible for their privacy policies or content. We encourage you to review their privacy policies before providing any personal information.

### Children's Privacy

Our Website is not intended for children under 13, and we do not knowingly collect data from children. If you believe we have collected information from a minor, please contact us immediately.

### Policy Updates

We may update this Privacy Policy from time to time. Any changes will be posted on this page, and we encourage you to review it periodically. Your continued use of our Website after updates constitutes acceptance of the changes.

### Contact Information

If you have any questions about this Privacy Policy, you can contact us at:

Family Benefit Solutions

Phone: (678) 961-3242

Website: <https://familybenefitsolutions.net>

This Privacy Policy is effective as of May 13, 2025.