



## Privacy Policy for Best Driving Academy

### 1. Information We Collect

We collect the following types of personal information:

- Name, phone number, email address, and billing information for class enrollment.
- Course participation details, test results, and driving progress.
- Communication preferences, including SMS opt-in/opt-out status.

### 2. How We Use Your Information

We use customer data for:

- Sending appointment reminders
  - Purpose: Notify customers of upcoming driving lessons or tests. Sample Message: "Reminder: Your driving lesson is scheduled for [date] at [time]. Please reply 'C' to confirm or call us at 301-885-0077 to reschedule. Reply STOP to unsubscribe."
  - Opt-Out: You may opt-out at any time by replying "STOP" to any text message. Reply STOP to opt-out of SMS messaging
- Processing payments and managing enrollment.
  - Purpose: Send confirmations for payments made for services. Sample Message: "Thank you for your payment of \$[amount] to Best Driving Academy. Your receipt ID is [ID number]. Reply STOP to unsubscribe."
- Providing customer support and handling inquiries.
  - "Update: Due to weather, all driving lessons on [date] are rescheduled. Please contact us at 301-885-0077 for details. Reply STOP to unsubscribe."
  - Opt-Out: You may opt-out at any time by replying "STOP" to any text message. Reply STOP to opt-out of SMS messaging

### 3. Data Sharing and Security

- We **DO NOT** sell or share your data with third parties for marketing purposes.
- Data is stored securely using encryption and access control measures. SMS communication data is stored for compliance and auditing purposes.

### 4. User Rights & Opt-Out Options

- Customers can request a copy of their data or ask for deletion by contacting [contact@bestdriving.com](mailto:contact@bestdriving.com)
- SMS subscribers can reply STOP at any time to discontinue messages.

### 5. Compliance with Regulations

- Best Driving Academy adheres to **TCPA (Telephone Consumer Protection Act)** and **CTIA guidelines**.
- Customers are only contacted via SMS after they have given explicit consent.
- Opt-out requests are processed immediately, and confirmation is sent upon successful removal.

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### Acknowledgment & Compliance

Best Driving Academy confirms compliance with all industry regulations, including:

- **Opt-in requirements** ensuring user consent.
- **Clear opt-out mechanisms** allowing users to unsubscribe at any time.
- **Privacy protections** safeguarding customer data.

Best Driving Academy agrees to keep records of user consent and provide proof upon request by regulatory authorities.