

**Overview:**

At Telra Institute, we value your privacy and are committed to protecting your personal information. These Terms and Conditions and Privacy Policy explains how we collect, use, disclose, and safeguard your information when you opt-in to receive SMS/text messages from us.

Information We Collect

When you sign up for our SMS/texting services, we may collect the following information:

- Phone Number: Required to send you SMS/text messages.
- Name: Optional, but helps personalize our messages.
- Consent Records: To document your opt-in to our SMS/texting services.

SMS/MMS Consent and Terms

By providing your mobile phone number to Telra Institute, you consent to receive periodic SMS or MMS messages from us. These messages may include important updates, information, exclusive offers, promotions tailored to your interests, and other communications related to our products and services.

Providing Your Telephone Number and Notification Obligations

You affirm that the mobile number you have provided to us is accurate and current. You represent that you are the authorized subscriber or owner of any telephone number you provide. If there are any changes to your contact information, including changes to your telephone numbers, you agree to notify us immediately by sending an email to [frontdesk \[at\] telra.org](mailto:frontdesk@telra.org) prior to the effect of the change.

Consent to Receive Automated Communications

By voluntarily providing your telephone number(s), you explicitly consent to receive recurring automated and not automated text messages from Telra Institute regarding our products, services, offers, promotions, and your relationship with us. You acknowledge that consent to receive these messages is not a condition of purchase. Standard message and data rates may apply

How We Use Your Information

We use the information we collect to:

- Send you updates, opportunities to engage with our school, emergency alerts, and other information via SMS/text messages.
- Respond to your inquiries and provide customer support.
- Monitor and analyze trends, usage, and activities related to our SMS/texting services.
- Improve our services and develop new features.

Sharing Your Information

We do not sell, trade, or otherwise transfer your personal information to outside parties except as described in this Privacy Policy. We may share your information with:

- Service Providers: Third-party vendors who assist us in operating our SMS/texting services and conducting our business.



- Legal Compliance: When required by law, such as to comply with a subpoena, or similar legal process.
- Business Transfers: In connection with a merger, sale of company assets, or other business transaction.

Your Choices and Opting Out

You may opt out of receiving SMS/text messages from us at any time by:

- Texting "STOP" to the number from which you received the message.
- Contact us at [frontdesk \[at\] telra.org](mailto:frontdesk@telra.org)

Please note that even if you opt out of receiving promotional messages, we may still send you transactional or administrative messages. You may also receive a final message confirming your opt-out.

Data Security

We implement a variety of security measures to maintain the safety of your personal information. However, no method of transmission over the Internet or method of electronic storage is 100% secure.

Children's Privacy

Our SMS/texting services are not intended for individuals under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that we have collected information from a child under 13, we will take steps to delete such information.

Participation Requirements

By participating in this Service, you affirm that you are at least eighteen (18) years of age, possess a wireless device capable of two-way messaging, are a customer of a participating wireless carrier, and have a text messaging service. Compatibility of cell phone models with the service, text messaging capabilities, and service availability may vary by carrier.

Service Modifications and Termination

By subscribing or using the service, you acknowledge our right to modify or discontinue the service, with or without notice, at any time.

Indemnification

You agree to indemnify Telra Institute against any claims, including privacy, tort, or others, arising from your voluntary provision of a telephone number not owned by you, failure to notify us of changes in your telephone number, or related to the Federal Telephone Consumer Protection Act or state law equivalents. You agree to defend and hold us harmless from any claims, losses, liabilities, costs, and expenses (including reasonable attorneys' fees) arising from such issues.

Miscellaneous

You warrant and represent that you possess all necessary rights, powers, and authority to agree to these terms and perform your obligations hereunder, and that doing so does not conflict with any other agreement to which you are bound. If any provision of these terms is found to be



unenforceable or invalid, that provision shall be limited or eliminated to the minimum extent necessary so that these terms shall otherwise remain in full force and effect.

Changes to This Policy

We may update these Terms and Conditions and Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on our website. You are advised to review this Privacy Policy periodically for any changes.

Contact Us

If you have any questions or concerns about this Policy or our practices, please contact us at:

Telra Institute
4150 McKee Rd
Charlotte, NC 28270

Frontdesk [at] telra.org
704-727-2530