

User Consent Collection and Management Policy

1. How We Collect User Consent via Text

We collect user consent by sending a text message to users requesting confirmation to receive future communications. The user consents by replying with a specific keyword (e.g., 'YES'). This opt-in message confirms their agreement to receive notifications, alerts, or other types of messages as specified in our initial text communication.

2. Process for Storing and Managing Consent Records

Upon receiving a user's consent, we automatically log the following details:

- The user's phone number
- The content of the consent message (e.g., 'YES')
- The date and time when consent was received

This information is securely stored in our consent management database. The database is routinely backed up, and access is restricted to authorized personnel only.

3. Data Protection Measures

To protect user data, we employ the following measures:

- Encryption: All consent records are stored in an encrypted format to prevent unauthorized access.
- Access Control: Only authorized personnel have access to consent data. Access is controlled via secure login credentials and two-factor authentication.
- Regular Audits: We conduct regular audits of our consent management practices to ensure compliance with data protection laws and best practices.
- Data Retention: Consent records are retained only for as long as necessary to fulfill the purpose for which they were collected or as required by law.