

Introduction

At The Julian Law Firm we prioritize client confidentiality and privacy. This Privacy Policy explains how we collect, use, disclose, and protect your information concerning SMS (Short Message Service) messaging through 10DLC to enable effective communication between our attorneys, investigators, select administrative staff, social workers, and clients.

1. Information We Collect

When you opt-in to receive SMS messages from us, we may collect the following types of information:

a. Personal Information:

- Phone number
- Name
- Email address (if provided)

b. Case-Related Information:

- Case number and client ID (if applicable)
- Relevant details necessary for effective communication regarding your case

c. Message Data:

- The content of SMS messages sent and received
- Delivery status of SMS messages
- Interaction data related to SMS messages

2. How We Use Your Information

We use the collected information strictly for case management and communication purposes, specifically for:

a. Communication:

- Providing case updates and essential information via SMS
- Responding to client inquiries and delivering necessary legal support

b. Service Improvement:

- Understanding and analyzing the use of our SMS services
- Improving communication methods to better serve clients

c. Legal Compliance:

- Complying with applicable laws and regulations
- Responding to lawful requests and legal processes

3. Sharing Your Information

We will not share, sell, or disclose your information to third parties except in the two cases

noted below.

a. Service Providers: We may share your information with trusted third-party service providers that assist us in operating our SMS services. These parties are required to maintain the confidentiality and security of your information.

b. Legal Requirements: We may disclose your information if required by law or in response to a legal request, such as a subpoena, court order, or government demand.

4. Security of Your Information

We take reasonable measures to protect your information from unauthorized access, disclosure, alteration, or destruction. However, no method of transmission over the Internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

5. Your Rights and Choices

You have the right to:

a. Opt-Out: You can opt out of receiving SMS messages from us by replying "STOP" to any message or contacting us at admin@thejulianlawfirm.com

b. Access and Correction: You can request access to or correction of your personal information by contacting us at admin@thejulianlawfirm.com

6. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be effective when we post the revised policy on our website or provided via email. We encourage you to review this Privacy Policy periodically.

7. Contact Us

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

843-656-9114 (phone)

843-656-9112 (fax)

Julian Law Firm, LLC

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