

## **Privacy Policy for FlagHeroes.US**

Effective Date: 05/01/2025

FlagHeroes.US is committed to protecting your privacy. This Privacy Policy outlines how we collect, use, and protect your personal information. It applies solely to information collected by this website.

### **1. Information Collection, Use, and Sharing**

We are the sole owners of the information collected on this site. We only access or collect information that you voluntarily provide to us via email, SMS, forms, or other direct contact. We use your information to respond to you regarding the reason you contacted us. We will not sell or rent this information to anyone. We may share your information with third parties only as necessary to fulfill your request (e.g., payment processing, shipping). Unless you request otherwise, we may contact you via email, phone, or SMS regarding flag renewals, program updates, or changes to this privacy policy.

### **2. SMS Communications**

By providing your mobile number and opting in, you consent to receive SMS messages from FlagHeroes.US regarding your account, flag program reminders, and service updates. Consent is not a condition of purchase.

#### **Message Frequency**

You may receive up to 4 messages per month depending on your interactions with us.

#### **Opt-Out and Help**

To stop receiving messages, reply STOP at any time. For assistance, reply HELP or contact us at [flags@FlagHeroes.US](mailto:flags@FlagHeroes.US) or 469-331-2521

#### **Message and Data Rates**

Message and data rates may apply based on your mobile carrier plan. Carriers are not liable for delayed or undelivered messages.

#### **Data Collection and Use**

We collect your phone number and any related SMS content you send to improve our services. We do not sell your number or use it for third-party marketing without your consent.

#### **Supported Carriers**

Supported carriers include (but are not limited to): AT&T, T-Mobile, Verizon, Sprint, and others. SMS availability may vary by carrier.

### **3. Your Access and Control Over Information**

You may opt out of any future contact from us at any time. You can also:

- See what we have about you.
- Correct or update your data.
- Request deletion of your data.
- Express concerns our data use. To do so, contact us at [flags@FlagHeroes.US](mailto:flags@FlagHeroes.US) or 469-331-2521.

### **4. Data Security**

We protect your information online and offline.

Sensitive data (e.g., credit card information) is encrypted and securely transmitted (look for "https" in the address bar). Only authorized personnel can access personal information.

Our servers are stored in a secure environment.

### **5. Policy Updates**

We may update this Privacy Policy periodically. Changes will be posted to this page with a new effective date.

### **6. Contact Us**

If you have any questions or concerns about this policy or how your information is handled, please contact us:

Phone: 469-331-2521

Email: [flags@FlagHeroes.US](mailto:flags@FlagHeroes.US)