

SMS Privacy Policy — Robirts Auto Care

Last Updated: June 30, 2026 Redmond, Oregon

1. Information We Collect

When you opt in to receive SMS messages from **Robirts Auto Care**, we may collect:

- Your mobile phone number
- Your name (if provided)
- Appointment and vehicle-related service details
- Message delivery and interaction data

We do **not** collect sensitive personal information through SMS.

2. How We Use Your Information

Your mobile number and related service information are used to:

- Send **appointment reminders**
- Provide **updates on repairs**, diagnostics, or recommended services
- Share **cost estimates** or changes
- Notify you of **vehicle status updates** (e.g., ready for pickup)
- Support customer service and communication

Your information is used **only** for operational and service-related communication.

3. SMS Consent

By opting in, you agree to receive text messages from **Robirts Auto Care** at the number you provided. Message frequency varies based on your service needs. Consent is **not** a condition of receiving service.

4. Opt-Out Instructions

You may stop receiving SMS messages at any time by replying:

- **STOP** to cancel
- **HELP** for assistance

After opting out, you may receive one final confirmation message.

5. Data Sharing & Disclosure

Robirts Auto Care does **not** sell or rent your mobile number. We may share your information only with:

- Trusted service providers who assist in delivering SMS messages
- Legal authorities if required by law

These partners are prohibited from using your information for any purpose other than supporting our SMS communications.

6. Data Security

We use reasonable administrative, technical, and physical safeguards to protect SMS-related information from unauthorized access, disclosure, or misuse.

7. Your Rights

Depending on your location, you may have the right to:

- Request access to the information we hold
- Request correction or deletion
- Withdraw consent

To exercise these rights, contact us using the information below.

8. Children's Privacy

Our SMS program is not intended for individuals under 13. We do not knowingly collect information from children.

9. Changes to This Policy

We may update this SMS Privacy Policy periodically. Any changes will be posted with a revised "Last Updated" date.

10. Contact Us

For questions about this SMS Privacy Policy or our SMS practices, contact:

Email: service@robirts.com ([robirts.com in Bing](http://robirts.com)) **Phone:** 541-526-1717