

Sharma Tax Pro

Text Messaging Privacy Policy (CCPA-Enhanced)

Effective Date: _Jan 01 2026__

1. Introduction

Sharma Tax Pro (“we,” “our,” or “us”) is committed to maintaining the privacy and security of your personal information. This Text Messaging Privacy Policy describes how we collect, use, disclose, and protect information when communicating with you via SMS or MMS (“text messages”).

This policy includes all disclosures required under the **California Consumer Privacy Act (CCPA)** and the **California Privacy Rights Act (CPRA)**.

By providing your mobile number and opting in to receive text messages, you acknowledge and agree to the terms of this policy.

2. Categories of Personal Information Collected

When you opt in to receive text messages from Sharma Tax Pro, we may collect the following categories of personal information:

A. Identifiers

- Mobile phone number
- Name (if provided)

B. Customer Records Information

- Message content you send to us
- Communication preferences

C. Internet or Electronic Activity Information

- Message delivery status
- Interaction data (e.g., whether messages were received)

We do not intentionally collect sensitive personal information through text messages. Clients are encouraged to use our secure document portal for sensitive tax-related information.

3. Purpose of Collecting Personal Information

We use text messaging solely for legitimate business purposes, including:

- Appointment reminders
- Requests for tax documents
- Updates regarding tax preparation or bookkeeping services
- Secure links for document uploads
- General client communication and support

We do not send unsolicited marketing messages without explicit opt-in consent.

4. Disclosure of Personal Information

Sharma Tax Pro does **not** sell or share your personal information for marketing or advertising purposes.

We may disclose personal information only to the following parties:

- **Service Providers:** Vendors who support our text messaging platform and are contractually obligated to maintain confidentiality and comply with CCPA requirements.
- **Regulatory or Legal Authorities:** When required to comply with applicable laws, subpoenas, or regulatory obligations.
- **Fraud Prevention and Security Partners:** When necessary to protect against unauthorized activity.

We do not sell or share your mobile number under CCPA definitions.

5. Your Rights Under the CCPA/CPRA

California residents have the following rights regarding their personal information:

Right to Know

You may request information about the categories of personal information collected, the sources of that information, the purposes for collection, and the categories of third parties to whom information is disclosed.

Right to Access

You may request a copy of the personal information we have collected about you.

Right to Delete

You may request deletion of your personal information, subject to legal retention requirements.

Right to Correct

You may request correction of inaccurate personal information.

Right to Opt Out of Sale/Sharing

We do not sell or share your personal information for cross-context behavioral advertising.

Right to Non-Discrimination

We will not deny services, charge different prices, or provide a different level of service if you exercise your privacy rights.

To exercise any of these rights, contact us at:

info@sharmataxpro.com or **209-362-3658**.

6. Sharing or selling Mobile number

No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. All other categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties

7. Opt-Out Instructions

You may opt out of text messaging at any time by:

- Replying **STOP** to any message
- Calling **209-362-3658**
- Emailing **info@sharmataxpro.com**

After opting out, you may still receive non-SMS communications such as email or phone calls.

8. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect your information.

However, text messaging is not always a fully secure communication channel.

For sensitive information such as Social Security numbers or tax documents, we provide a secure upload portal.

9. Message Frequency and Charges

Message frequency varies based on your service needs.

Message and data rates may apply depending on your mobile carrier plan.

Carriers are not responsible for delayed or undelivered messages.

10. Updates to This Policy

We may update this policy periodically. The most current version will be available on our website.

Your continued use of text messaging services after any update constitutes acceptance of the revised policy.

11. Contact Information

For questions about this policy or your privacy rights, please contact:

Sharma Tax Pro

Phone: 209-362-3658

Email: info@sharmataxpro.com

Manteca, California