

# KOI Texting Privacy Policy

Effective Date: 07/25/2025

Last Updated: 08/13/2025

## 1. Introduction

At KOI Pools, we are committed to protecting your privacy. This Texting Privacy Policy explains how we collect, use, and safeguard information when you communicate with us via SMS (text messaging) or other mobile messaging platforms.

By opting in to receive text messages from KOI Pools, you agree to this Privacy Policy and our Terms of Service.

## 2. Information We Collect

When you opt-in to receive text messages, we may collect:

- Your mobile phone number
- Your name (if provided)
- Message content you send to us
- Interaction data (e.g., time and date of messages, delivery status, responses)

We do not sell or share your phone number or personal information with third parties for marketing purposes.

## 3. How We Use Your Information

We use your information to:

- Send transactional or service-related messages (e.g., appointment reminders, order updates)
- Respond to your inquiries
- Provide customer support

## 4. Message Frequency and Opt-Out

Message frequency may vary. You can opt out of receiving text messages at any time by replying:

- “STOP” to unsubscribe
- “HELP” for assistance

After opting out, you may receive a confirmation message, and no further texts will be sent unless you opt back in.

## **5. Data Security**

We use reasonable technical and organizational safeguards to protect your information. However, no method of transmission over the internet or via mobile messaging is 100% secure.

## **6. Third-Party Services**

We may use third-party platforms to manage and deliver text messages. These providers are contractually obligated to protect your data and not use it for unrelated purposes.

## **7. Children's Privacy**

We do not knowingly collect or solicit personal information via text messages from anyone under the age of 13. If we learn that we have inadvertently collected information from a child, we will delete it promptly.

## **8. Changes to This Policy**

We may update this policy from time to time. The latest version will always be available on our website at [www.koipools.com](http://www.koipools.com).

## **9. SMS Terms & Conditions**

- **SMS Consent Communications:**  
Information (Phone Numbers) obtained as part of the SMS consent process will not be shared with third parties for marketing purposes.
- **Types of SMS Communications:**  
If consent has been given to receive text messages from KOI Pools, messages may be received related to the following: request for quotes, appointment reminders, follow-up messages, other customer related business. Example: Thank you for reaching out to KOI Pools. We've received your inquiry, and we will respond promptly. For any further questions, feel free to contact us at 859-918-8072.
- **Message Frequency:**  
Message frequency may vary depending on the type of communication. For example, up to 20 SMS messages per week may be received related to pool construction and service issues.
- **Potential Fees for SMS Messaging:**  
Standard message and data rates may apply, depending on the carrier's pricing plan. These fees may vary if the message is sent domestically or internationally.
- **Opt-In Method:**  
Opt-in to receive SMS messages from KOI Pools can be done with a verbal request.
- **Opt-Out Method:**

Opting out of receiving SMS messages can be done at any time by replying “STOP” to any SMS message received. Alternately, direct contact can be made to request removal from the messaging list.

- **Help:**  
For any issues, reply with the keyword HELP. Alternatively, help can be obtained directly from us at 859-918-8072. If SMS messages are not desired, the SMS consent box on forms can be left unchecked.
- **Standard Messaging Disclosures:**  
Message and data rates may apply.  
Opt-out at any time by texting “STOP.”  
For assistance, text “HELP” or visit our Privacy Policy and Terms and Conditions page.  
Message frequency may vary.

## **10. Contact Us**

If you have questions about this policy or your personal information, please contact us at:

KOI Pools  
sales@koipools.com  
859-918-8072  
3665 Mills Rd  
Covington, KY 41015