



Transit Adventures Privacy Policy

Effective Date: July 21, 2025

1. Information We Collect

We may collect the following information from customers:

- - Personal Identifiers: Name, phone number, email, mailing address
- - Trip & Service Information: Transportation requests, pickup/drop-off locations, appointment types
- - Communication Data: Call logs, voicemail content, SMS messages (as applicable)
- - Opt-In Information: Customer consent for SMS messaging and phone communications
- - Health-Related Information: Non-sensitive medical or mobility details required to fulfill transport services

2. How We Use Customer Information

We use customer information solely for:

- - Scheduling and managing transportation services
- - Communicating service updates, confirmations, or changes
- - Sending SMS alerts/reminders (with prior consent)
- - Improving our service quality and internal operations
- - Meeting any legal, billing, or compliance obligations

3. SMS Consent and Communications

Transit Adventures offers SMS messaging to provide appointment reminders, trip confirmations, and service-related updates.

By opting into our SMS program, you agree to receive messages regarding our services.

- - Message frequency may vary based on your trips or service needs.
- - Message and data rates may apply, depending on your mobile carrier.
- - You may opt out of SMS at any time by replying STOP to any message.

We do not share opt-in phone numbers or SMS consent information with any third parties. Your mobile contact information is used exclusively for Transit Adventures' communications.

4. HIPAA Compliance Notice

As a provider of transportation to medical facilities and appointments, Transit Adventures may occasionally receive or handle health-related information that is considered protected under the Health Insurance Portability and Accountability Act (HIPAA).

We recognize our responsibility to protect the privacy and security of any Protected Health Information (PHI) we receive.

- - We do not store, transmit, or share PHI beyond what is required to perform and coordinate transportation services.
- - All staff and drivers are trained to handle such information discreetly and respectfully.
- - We maintain physical, electronic, and procedural safeguards to ensure compliance with HIPAA guidelines.

5. Sharing Information with Third Parties

We do not sell, rent, or disclose customer information to third parties for marketing or promotional purposes.

We do not share SMS opt-in data or phone numbers with third parties.

Information may only be shared:

- - With partners or subcontractors solely to provide the requested services (under confidentiality agreements)
- - When legally required by court order, subpoena, or government regulation
- - In the case of a business merger, sale, or acquisition (with advance notice to affected customers)

6. Your Privacy Rights

You may:

- - Opt out of promotional SMS or calls at any time
- - Request access to, correction, or deletion of your personal information
- - Inquire about our data handling or privacy practices

7. Data Security

We take reasonable administrative and technical precautions to protect your information. This includes secure data systems, access controls, and staff privacy training. Only authorized personnel have access to sensitive data.

8. Contact Us

If you have questions or concerns about this Privacy Policy, SMS communications, or HIPAA compliance, please contact us:

Transit Adventures

Journey@TransitAdventures.com

901.445.1223 Office Number

Monday- Friday 9AM-5PM CST