PRIVACY POLICY

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OVERVIEW

This SMS Texting Privacy Policy governs the collection, use, and disclosure of personal information when you opt-in to receive text messages from Neumann's Cigars & More. By providing your mobile phone number and consenting to receive SMS messages, you agree to the terms outlined in this policy.

INFORMATION WE COLLECT

When you subscribe to our SMS services, we collect:

• Your mobile phone number

• Your name (if provided)

• Your consent preferences

• Message delivery and engagement data

• Device and carrier information

HOW WE USE YOUR INFORMATION

We use your information to:

• Send promotional messages about cigars, tobacco products, and special offers

• Provide order updates and delivery notifications

• Send event invitations and store announcements

• Improve our SMS marketing effectiveness

• Comply with legal and regulatory requirements

CIGAR RETAIL SPECIFIC CONSIDERATIONS

As a cigar retailer, Neumann's Cigars & More operates under specific regulations:

• We verify that SMS recipients are 21 years of age or older

• We comply with all applicable tobacco advertising regulations

• We respect local and state laws regarding tobacco marketing

• We maintain records as required by tobacco control authorities

DATA SHARING

We do not sell your personal information. We may share your data with:

• SMS service providers who help deliver messages

• Analytics providers for improving our services

• Legal authorities when required by law

• Business partners only with your explicit consent

DATA SECURITY

We implement appropriate technical and organizational measures to protect your personal information, including:

• Secure data transmission protocols

• Regular security assessments

• Access controls and employee training

• Secure data storage practices

RETENTION POLICY

We retain your SMS data for:

• Active subscribers: Until you opt-out plus 30 days

• Opt-out records: 3 years for compliance purposes

• Analytics data: 2 years in aggregated, non-identifiable form

YOUR PRIVACY RIGHTS

You have the right to:

• Access your personal information we hold

• Request correction of inaccurate information

• Request deletion of your data (subject to legal requirements)

• Object to processing of your data

• Receive a copy of your data in a portable format