



LIGHTNING

TECHNOLOGY

SMS Registration Policy

At **Lightning Technology**, we value transparent and efficient communication. Our SMS service is designed to keep you informed about your service tickets and provide real-time updates to ensure a seamless experience. By registering for our SMS communications, you agree to the terms outlined in this policy.

Purpose of SMS Communication

By enrolling in our SMS service, you will receive:

1. **Ticket Updates:** Notifications regarding the status, progress, and resolution of your service tickets.
2. **General Communications:** Important alerts or announcements directly related to your account or services with Lightning Technology.

How to Opt In

To register for SMS updates, you must provide your mobile phone number via our registration form. By doing so, you consent to receive SMS messages from Lightning Technology.

How to Opt Out

You can opt out of SMS communications at any time by replying **STOP** to any message you receive from us. Once you opt out, you will no longer receive SMS updates, but you may still receive email or other forms of communication based on your account preferences.

Data Privacy

At **Lightning Technology**, your privacy is a top priority. This Data Privacy Policy outlines how we collect, use, protect, and share your information when you interact with our services, including SMS communication and other digital platforms.

Information We Collect

We may collect the following types of information:

1. **Personal Information:** Name, phone number, email address, and other contact details you provide.
2. **Service Information:** Details related to your service tickets, communication preferences, and account activity.
3. **Device Information:** Data about your device or browser when you visit our website or interact with our services.

How We Use Your Information

Your information is used to:

- Provide and improve our services.
- Send SMS updates about service tickets and other relevant communications.
- Respond to inquiries and support requests.
- Comply with legal obligations and protect against fraud or misuse.

How We Protect Your Information

We implement industry-standard measures to safeguard your information, including:

- Secure storage and encryption.
- Access controls to limit who can access your data.
- Regular audits and monitoring for vulnerabilities.

Information Sharing

We do not sell or share your personal information with third parties, except:

- To service providers who help us deliver our services (e.g., SMS platforms).
- When required by law or to protect our legal rights.

Your Rights

You have the right to:

- Access, update, or delete your personal information.
- Opt out of SMS communication by replying **STOP** to any message.
- Contact us to inquire about how your information is being used.