

Summit Barber Academy SMS Privacy Policy

Effective date: August 21, 2026

This SMS Privacy Policy explains how Summit Barber Academy collects, uses, retains, and discloses information in connection with our customer text-messaging program. It applies to appointment-related messages and responses to customer-initiated requests for information or booking assistance. It supplements any other privacy policy that may apply to our website or services.

1. Information We Collect

- Your name, mobile telephone number, and other contact information you provide.
- Appointment details, including requested service, date, time, provider or student-service information, confirmation status, and rescheduling or cancellation information.
- The content of messages you send to us and our responses.
- Consent records, including the date, time, method, and disclosure presented when consent was obtained.
- Opt-out, HELP, and other preference requests.
- Technical and delivery information, such as message timestamps, delivery status, and error information provided by our messaging service providers or wireless carriers.

2. How We Use Information

- To respond to questions and booking requests you initiate.
- To schedule, confirm, remind, reschedule, or cancel appointments.
- To provide customer support and maintain accurate communication preferences.
- To operate, troubleshoot, secure, and improve our messaging and appointment systems.
- To comply with applicable laws, carrier requirements, and recordkeeping obligations.
- To protect our customers, business, systems, and legal rights.

3. No Sale or Marketing Sharing of Mobile Information

We do not sell, rent, transfer, or share mobile telephone numbers, SMS opt-in data,

or SMS consent with third parties, affiliates, lead generators, or other businesses for marketing or promotional purposes. SMS consent given to Summit Barber Academy is not transferred to Heads Up Salon & Spa or to any other sender.

4. Service Providers and Other Limited Disclosures

We may disclose information to vendors that help us provide the services you requested, such as appointment-booking systems, SMS platforms, telecommunications carriers, website hosts, and security or technology providers. These providers may use the information only as needed to perform services for us or as required by law; they are not authorized to use SMS opt-in information for their own marketing. We may also disclose information when required by law, to respond to lawful requests, to protect rights or safety, or as part of a business transaction. In any business transaction, SMS consent will not be treated as permission for a different business to send marketing or promotional texts.

5. Retention

We retain SMS information for as long as reasonably necessary to provide requested services, maintain consent and opt-out records, resolve disputes, comply with legal or carrier obligations, and protect our rights. Opt-out records may be retained so that we can continue honoring your request not to receive messages.

6. Security

We use reasonable administrative, technical, and physical safeguards designed to protect information. No method of transmission or storage is completely secure, and we cannot guarantee absolute security.

7. Your Choices and Requests

You may stop SMS messages by replying **STOP** or by contacting us at [303-974-6449](tel:303-974-6449) or info@sbaaurora.com. You may also contact us to request access to, correction of, or deletion of information, subject to applicable law and legitimate recordkeeping needs. We may need to verify your identity before completing a request.

8. Children and Minors

Our SMS program is not directed to children under 13. Individuals under 18 should use the

program only with the permission of a parent or legal guardian.

9. Changes to This Policy

We may update this policy from time to time. We will post the revised policy with a new effective date. If a change materially affects how SMS consent or mobile information is used, we will provide any notice or obtain any additional consent required by law.

10. Contact Us

Summit Barber Academy

6290 S Main St, Aurora, CO 80016

Phone: [303-974-6449](tel:303-974-6449)

Email: info@sbaaurora.com