

# Privacy Policy

Effective Date: May 31, 2026 | Website: <https://www.scivilla.com>

SciVilla Solutions | <https://www.scivilla.com>

A2P / SMS notice: SciVilla Solutions does not sell, rent, or share mobile phone numbers, text-message opt-in data, or SMS consent records with third parties or affiliates for their marketing or promotional purposes. Text-message originator opt-in data and consent will not be shared with any third parties, except service providers that help us deliver requested services and only as needed to provide those services.

Effective Date: May 31, 2026

Last Updated: May 31, 2026 This Privacy Policy explains how SciVilla Solutions, also referred to as "SciVilla," "SciVilla," "we," "our," or "us," collects, uses, discloses, and protects information when you visit our website, contact us, request services, book appointments, receive appointment reminders, receive review requests, receive AI-assisted marketing or automation communications, or otherwise interact with us.

## 1. Information We Collect

We may collect the following categories of information:

- Contact information: first name, last name, business name, email address, phone number, and other information you submit through forms, calls, messages, or scheduling tools.
- Appointment and service information: requested services, appointment details, communication preferences, budget, lead source, customer notes, and information needed to provide digital marketing, AI automation, review management, virtual receptionist, lead follow-up, or related services.
- SMS and phone communication information: your phone number, message content, consent status, opt-in date/time, opt-in method, message delivery status, HELP or STOP requests, call logs, voicemail details, and records needed to document consent or comply with messaging rules.
- Website and device information: IP address, browser type, device type, pages visited, referral source, approximate location, cookies, analytics information, and similar usage data.
- Client-provided customer information: if a business client uses our services, we may process customer contact information provided by that client to send review requests, reminders, appointment messages, follow-ups, or other communications authorized by the client and permitted by law.

## 2. How We Collect Information

- When you complete a form on our website, including a contact or booking form.
- When you check an SMS consent box, request a call, book an appointment, text us, call us, email us, or otherwise communicate with us.
- When our automated systems, AI agents, CRM tools, scheduling tools, review tools, or messaging platforms process your request or communication.
- From business clients who ask us to provide marketing automation, review request, appointment reminder, virtual receptionist, lead intake, or customer communication services on their behalf.
- Automatically through cookies, pixels, analytics tools, logs, and similar technologies when you use the website.

### **3. How We Use Information**

We use information for the following purposes:

- To respond to inquiries, schedule appointments, provide quotes, deliver services, and manage customer relationships.
- To send appointment confirmations, reminders, alerts, follow-up messages, review requests, marketing tips, service updates, feature updates, offers, and other communications when permitted by law and your consent.
- To operate AI-assisted marketing agents, virtual receptionist tools, lead intake systems, review automation, routing, analytics, and customer support workflows.
- To personalize and improve our website, advertising, content, communications, services, and customer experience.
- To detect, prevent, and address fraud, spam, security incidents, misuse, and unlawful activity.
- To maintain consent records, opt-out records, compliance logs, and other records required for legal, carrier, platform, or contractual obligations.
- To comply with applicable laws, regulations, court orders, industry standards, carrier rules, and A2P 10DLC requirements.

### **4. SMS, Phone, and A2P Messaging Terms**

By providing your mobile number and opting in through our website form, booking page, text keyword, written agreement, or another clear consent method, you agree that SciVilla Solutions may send automated SMS/MMS messages, calls, or AI-assisted communications related to the services you requested. These may include appointment reminders, alerts, customer support, review requests, follow-ups, marketing communication, promotional offers, feature updates, educational tips, and business automation messages.

- Message frequency varies based on your interactions with us and the services requested.
- Message and data rates may apply.
- Consent to receive marketing text messages is not a condition of purchasing any goods or services.
- You may opt out of SMS/MMS messages at any time by replying STOP. You may also request help by replying HELP.
- After you opt out, we may send one confirmation message to confirm your unsubscribe request. After that, you will not receive further text messages from that campaign unless you opt in again.
- We honor opt-out and consent revocation requests as soon as practicable and no later than the timeframe required by applicable law.
- If two-way texting is unavailable for a particular message type, we will provide another reasonable way to opt out, such as a website link, phone number, or email address. We keep records of SMS consent, opt-in source, opt-in timestamp, message activity, and opt-out activity to help demonstrate compliance with applicable law, carrier requirements, and platform rules.

### **5. No Sale or Sharing of SMS Consent Data**

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Text messaging originator opt-in data and consent will not be shared with any third parties. This does not prevent us from sharing limited information with vendors, subcontractors, or service providers that help us operate our website, messaging, scheduling, CRM, analytics, customer support, or security systems, provided they use the information only to perform services for us and not for their own marketing.

### **6. How We Share Information**

We may share information only as described below:

- Service providers and subcontractors: with vendors that help us provide services, such as website hosting, CRM, SMS/MMS delivery, email delivery, phone systems, call answering, AI tools, scheduling software, payment processors, analytics, security, automation platforms, and customer support tools.
- Business clients: when we provide services on behalf of a business client, we may share relevant campaign, lead, appointment, review, or communication information with that client.
- Legal and compliance: when required by law, subpoena, court order, regulator, carrier, platform, or to protect rights, safety, security, property, or enforce agreements.
- Business transfers: in connection with a merger, acquisition, reorganization, financing, sale of assets, or similar transaction, subject to appropriate safeguards and this policy. We do not sell your personal information. We do not sell, rent, or share mobile phone numbers or SMS opt-in/consent data with third parties or affiliates for their marketing or promotional purposes.

## **7. Cookies, Analytics, and Advertising Technologies**

We may use cookies, pixels, tags, analytics tools, and similar technologies to understand how visitors use our website, improve performance, measure marketing effectiveness, and deliver relevant content. You can usually control cookies through your browser settings. Some features may not work correctly if cookies are disabled.

## **8. AI-Assisted Services and Automation**

Some SciVilla Solutions services may use AI-assisted tools, automation workflows, virtual receptionist systems, or marketing agents to help respond to inquiries, route leads, draft messages, schedule appointments, request reviews, generate content, summarize communications, or assist with customer support. We use these tools to improve speed, consistency, and service quality. We do not intentionally use AI tools to make unlawful discriminatory decisions or to send messages without consent where consent is required. AI-generated outputs may be reviewed, edited, approved, or monitored by our team or by the business client using our services. Do not submit sensitive personal information unless it is necessary for the requested service.

## **9. Data Security**

We use reasonable administrative, technical, and physical safeguards designed to protect personal information against unauthorized access, loss, misuse, alteration, or disclosure. These safeguards may include access controls, secure platforms, authentication, encryption where available, vendor review, and limited data access. No website, messaging system, AI tool, or electronic storage method is completely secure, so we cannot guarantee absolute security.

## **10. Data Retention**

We keep personal information only as long as reasonably necessary for the purposes described in this policy, including providing services, maintaining business records, resolving disputes, enforcing agreements, meeting legal obligations, and maintaining consent and opt-out records. SMS consent and opt-out records may be retained as needed to demonstrate compliance with applicable law, carrier requirements, and platform rules.

## **11. Your Privacy Choices**

- SMS opt-out: reply STOP to unsubscribe from text messages. Reply HELP for help.
- Email opt-out: use the unsubscribe link in marketing emails, if available, or contact us to request removal.
- Access, correction, or deletion: you may contact us to request access to, correction of, or deletion of your personal information, subject to legal exceptions.
- Cookies: adjust your browser settings to block or delete cookies.
- Do Not Call / marketing preferences: contact us if you want to update your communication preferences.

## 12. State Privacy Rights

Depending on where you live, you may have rights under state privacy laws, such as the right to know what personal information we collect, access or receive a copy of your information, correct inaccurate information, request deletion, opt out of certain uses, or appeal a decision. We will not discriminate against you for exercising privacy rights. To submit a request, contact us using the information below. We currently provide this policy for a general U.S. audience. If your business serves residents of California, Colorado, Connecticut, Delaware, Florida, Indiana, Iowa, Montana, Oregon, Tennessee, Texas, Utah, Virginia, or other states with privacy laws, you should have counsel review whether additional state-specific notices are needed.

## 13. Children's Privacy

Our website and services are intended for business users and individuals age 18 or older. We do not knowingly collect personal information from children under 13. If you believe a child has provided personal information to us, contact us and we will take appropriate steps to delete it.

## 14. Links to Other Websites

Our website may include links to third-party websites, platforms, social media pages, scheduling tools, payment providers, or integrations. We are not responsible for the privacy practices or content of third-party sites or services. Review their privacy policies before providing information.

## 15. International Visitors

SciVilla Solutions is based in the United States. If you access the website or services from outside the United States, your information may be transferred to, stored in, or processed in the United States and other locations where our service providers operate. Those locations may have different privacy laws than your location.

## 16. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The updated version will be posted on our website with a new "Last Updated" date. Your continued use of the website or services after changes are posted means you acknowledge the updated policy.

## 17. Contact Us

For privacy questions, communication preferences, SMS opt-out help, or data requests, contact:

- SciVilla Solutions
- Website: <https://www.scivilla.com>
- Contact page: <https://www.scivilla.com/contact>
- Email: [privacy@scivilla.com](mailto:privacy@scivilla.com)

### SMS Consent Notice

I consent to receive SMS notifications, appointment reminders, alerts, review requests, AI-assisted follow-ups, and occasional marketing communications from SciVilla Solutions. Message frequency varies. Message and data rates may apply. Reply STOP to unsubscribe at any time. Reply HELP for assistance. Consent is not a condition of purchase. See our Privacy Policy and Terms of Service.