

SMS Use Policy for Oceanside Tax Services Inc.

1. Purpose of SMS Communications

We provide personal tax preparation services that require scheduled appointments with our customers. We use SMS to send appointment confirmations, reminders, reschedules, and cancellations. Messages are sent only to customers who initiate text conversations and provide consent during the booking or onboarding. SMS will not be used for marketing, or general business information. Customers will always be given the choice to STOP with a reply to do so.

2. Consent to Receive Messages (Opt-In)

Customers may opt in to receive text messages in one of the following ways:

- By giving written consent during onboarding.
- By replying YES to our initial SMS notification.
- By choosing text as their preferred method of communication when completing our onboarding form.
- By initiating a text conversation with us; we will reply and confirm whether they would like text as their method of communication going forward.

No mobile information will be sold, shared, or transferred to third parties or affiliates for marketing or promotional purposes.

3. Types of Messages Sent

Messages may include, but are not limited to:

- Confirmation of appointments
- Account update requests
- Replies to customer messages

4. Message Frequency

Message frequency varies depending on account activity and client communication preferences.

5. Message and Data Rates

Message and data rates may apply, depending on your mobile carrier and plan.

6. Opt-Out

Customers may opt out of receiving SMS messages at any time by replying STOP to any message. After opting out, customers will receive no further messages unless they opt back in.

7. Help

For help, reply HELP to any message, or contact us directly at 250-248-5508 or help@oceansidetaxes.com.

8. Privacy

Information collected in connection with SMS communications is used solely to provide the services described in this policy and is handled in accordance with our Privacy Policy, available at

https://www.oceansidetaxes.com/Privacy_Policy_for_Oceanside_Tax_Services.pdf

9. Contact Us

If you have questions about this SMS Use Policy, please contact us:

Oceanside Tax Services

PO Box 361 STN Main,

Parksville, BC, V9P 2G5

Phone: 250-248-5508

Email: help@OceansideTaxes.com

Website: www.OceansideTaxes.com