



ADELFIA
INSURANCE

PRIVACY POLICY

Adelfia Insurance (“we,” “us,” or “our”) is committed to protecting the privacy and security of our customers. This Privacy Policy explains how we collect, use, and safeguard your personal information when you use our services, including when you opt-in to receive text message alerts. By using our website, contacting us, or engaging with our services, you consent to the collection and use of your information as described in this Privacy Policy.

Information We Collect

We collect various types of information to provide you with the best insurance services, including:

- **Personal Information:** When you interact with us online or over the phone, we may collect personal details such as your name, address, phone number, email address, and any other relevant information you provide for insurance purposes.
- **Communication Data:** If you opt in to receive text messages, we collect your mobile number and may track interaction with those messages (such as delivery and read receipts) to ensure proper communication.
- **Website Usage Data:** We may use cookies, log files, or analytics tools to track information on how you use our website. This helps us improve our services and user experience.

How We Use Your Information

We use your personal information to:

- Provide insurance services and manage your policies.
- Send updates about your policies, billing, or important alerts via text, email, or phone calls.
- Improve our services and customer interactions through feedback and usage data.
- Comply with any legal or regulatory requirements.



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Sharing of Information

We do not sell, trade, or rent your personal information to third parties. However, we may share your information with:

- **Service Providers:** Third parties who assist us in managing our services (e.g., text messaging platforms or web hosting).
- **Legal Authorities:** As required by law, we may share information with law enforcement or other governmental authorities.

Your Privacy Rights

You have the right to:

- Access the personal information we hold about you.
- Request corrections to any inaccuracies.
- Opt out of any future communications, including text message alerts, by replying “STOP” to any SMS or contacting us directly.

Data Security

We use industry-standard measures to protect your personal information from unauthorized access, disclosure, or misuse. However, no system can guarantee complete security, so please protect your personal devices and login information.

Changes to the Privacy Policy

We reserve the right to modify this Privacy Policy at any time. Any updates will be posted on this page, and your continued use of our services constitutes your acceptance of any changes.

For any questions or concerns, please contact us at:

Email: chris@adelfiainsurance.com

Phone: (310)-747-4157