

Lizzy Connect

Privacy Policy

Your Data. Your Rights. Our Commitment.

Effective Date: May 19, 2026

Leviathan Consulting Group · <https://leviathanconsultinggroup.com>

1. Introduction

Leviathan Consulting Group (“Company”, “we”, “us”, or “our”) is committed to protecting the privacy and security of the personal information entrusted to us through the Lizzy Connect SMS platform (“Service”). This Privacy Policy explains how we collect, use, disclose, and safeguard information in connection with the Service.

This Policy applies to:

- Dealer administrators and users of the Lizzy Connect administrative portal.
- End Customers who interact with the Service via SMS through enrolled dealers.

Please read this Policy carefully. By using the Service, you acknowledge the practices described herein.

2. Information We Collect

2.1 Information Provided by Dealers

Dealers provide us with business information during account setup, including business name, address, dealer management system credentials, customer information, and authorized user email addresses.

2.2 End Customer Information Imported by Dealers

Through the dealer onboarding process, dealers may upload customer records including:

- Customer name and business name.
- Mailing address.
- Mobile phone number (used solely for SMS communications).
- Equipment ownership records (make, model, serial number).
- Account and credit information as maintained in the dealer's management system.

2.3 Interaction Data

We collect data generated through customer interactions with the SMS workflow, including message content, timestamps, selected options, parts ordered, and service requests submitted.

2.4 Technical Data

We collect standard server and application logs, including IP addresses, device information, and session data related to use of the administrative portal.

3. How We Use Your Information

We use the information we collect to:

- Deliver and operate the Lizzy Connect SMS workflow on behalf of enrolled dealers.
- Process parts orders and service scheduling requests.
- Authenticate and manage dealer administrator accounts.
- Improve platform reliability, performance, and features.
- Comply with legal obligations, including TCPA compliance and fraud prevention.

- Communicate with dealers regarding service updates, account notices, and support.

4. Mobile Phone Numbers — No Sharing with Third Parties

We do not sell, rent, lease, trade, or otherwise share End Customer mobile phone numbers with any third parties for marketing or promotional purposes.

Mobile phone numbers collected through the Service are used exclusively to:

- Deliver transactional and service-related SMS messages initiated by or on behalf of the enrolled dealer.
- Maintain opt-in and opt-out records in compliance with the Telephone Consumer Protection Act (TCPA).
- Ensure accurate routing and delivery of SMS communications within the Lizzy Connect platform.

Mobile phone numbers are never disclosed to advertisers, data brokers, list aggregators, or any unaffiliated third parties. They are shared only with our SMS delivery infrastructure provider (Twilio) strictly for the purpose of transmitting messages, and only under contractual data processing agreements that prohibit independent use.

5. SMS Messaging Practices

5.1 Nature of Messages

Messages sent through the Service are transactional and operational in nature, including parts order confirmations, service scheduling confirmations, troubleshooting guidance, and enrollment follow-up reminders.

5.2 Onboarding Follow-Up Frequency

For customers who have received an initial welcome message but have not yet completed enrollment or opted in, we will send a follow-up reminder message **no more than once per week**. These reminder messages will cease immediately upon the customer completing enrollment or sending a STOP message.

5.3 Message and Data Rates

Message and data rates may apply. SMS and data charges imposed by a customer's mobile carrier are the responsibility of the customer. Leviathan Consulting Group and enrolled dealers are not responsible for any carrier fees incurred.

5.4 Opt-Out

Customers may opt out of all SMS communications at any time by replying **STOP** to any message. Following opt-out:

- No further messages will be sent, except a single opt-out confirmation.
- Opt-out records are retained to prevent future unsolicited contact.
- Customers may opt back in by replying **START**.

5.5 Help

Customers may reply **HELP** to any message for assistance.

6. Information Sharing and Disclosure

We do not sell or rent personal information. We may share information in the following limited circumstances:

6.1 With Enrolled Dealers

Customer interaction data (parts ordered, service requests, conversation history) is made available to the enrolled dealer through the Lizzy Connect administrative portal.

6.2 Service Providers

We engage third-party service providers who process data on our behalf, including:

- **Twilio** — SMS delivery.
- **Amazon Web Services (AWS)** — Cloud hosting and data storage.
- **Dealer Management System Integrations** — Order submission (e.g., Nizex / Lizzy DMS).

All service providers are bound by data processing agreements and are prohibited from using your information for any purpose other than providing services to us.

6.3 Legal Requirements

We may disclose information if required to do so by law, court order, or governmental authority, or when we believe disclosure is necessary to protect our legal rights, prevent fraud, or protect the safety of any person.

6.4 Business Transfers

In the event of a merger, acquisition, or sale of all or a portion of our assets, personal information may be transferred as part of the transaction. We will provide notice of any such transfer and any choices you may have.

7. Data Retention

We retain personal information for as long as necessary to provide the Service, fulfill dealer and customer requests, and comply with legal obligations. Specifically:

- **End Customer SMS interaction records** are retained for the duration of the dealer's active subscription plus 24 months, unless a shorter period is required by law.
- **Opt-out records** (STOP requests) are retained indefinitely to prevent re-enrollment without renewed consent.
- **Dealer account data** is retained for the duration of the dealer's active account plus 12 months following termination.

8. Data Security

We implement industry-standard technical and organizational safeguards to protect personal information against unauthorized access, alteration, disclosure, or destruction, including:

- Encryption of data in transit (TLS) and at rest (AES-256).
- Access controls and multi-factor authentication for administrative portal users.

- AWS infrastructure with SOC 2 compliant data centers.
- Regular security reviews and monitoring.

No method of transmission over the Internet or electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your information, we cannot guarantee absolute security.

9. Children's Privacy

The Service is not directed to individuals under the age of 18. We do not knowingly collect personal information from minors. If we learn that we have inadvertently collected such information, we will delete it promptly.

10. Your Rights and Choices

Depending on your jurisdiction, you may have the right to:

- **Access** the personal information we hold about you.
- **Correct** inaccurate or incomplete information.
- **Delete** your personal information (subject to legal retention obligations).
- **Opt out** of SMS communications at any time by replying STOP.
- **Lodge a complaint** with the applicable data protection authority.

To exercise any of these rights, contact us using the information in Section 13 below.

11. California Residents — CCPA Notice

If you are a California resident, you have additional rights under the California Consumer Privacy Act (CCPA), including the right to know what personal information is collected, the right to request deletion, and the right to opt out of the sale of personal information. **We do not sell personal information.** To submit a verifiable consumer request, contact us at admin@leviathanconsultinggroup.com.

12. TCPA Compliance

Our SMS practices are designed to comply with the Telephone Consumer Protection Act (TCPA), 47 U.S.C. § 227. We obtain express written consent before sending automated SMS messages, honor all opt-out requests promptly, and maintain records of consent. If you believe you have received a message in error or without your consent, please contact us immediately at admin@leviathanconsultinggroup.com.

13. Contact Us

For privacy-related questions, requests, or complaints:

Leviathan Consulting Group

Privacy Inquiries

Email: admin@leviathanconsultinggroup.com

Website: <https://leviathanconsultinggroup.com>

14. Changes to This Privacy Policy

We reserve the right to update this Privacy Policy at any time. Material changes will be communicated to Dealer Accounts via the administrative portal or email. The Effective Date at the top of this Policy will reflect when the most recent revision was made. Continued use of the Service after changes are posted constitutes acceptance of the revised Policy.