

# Zoom Text Messaging Privacy Policy

**Effective Date:** April 15, 2026

**Firm Name:** AG Wealth Management (“we,” “us,” or “our”)

## 1. Introduction

At AG Wealth Management, we value your privacy and the security of your financial information. This Privacy Policy explains how we collect, use, and protect your information when you communicate with our advisors via **Zoom Text (SMS/MMS)**.

## 2. Consent and Opt-In

By providing your mobile phone number and opting in to receive text messages from AG Wealth Management, you expressly consent to receive non-automated and/or automated informational and service-related text messages from us.

- **How to Opt-In:** You may provide consent via our website forms, written agreements, or by initiating a text message to our firm’s Zoom-enabled business lines.
- **No Requirement:** Consent is not a condition of purchase or a requirement to receive financial advisory services.

## 3. Information We Collect

When you communicate with us via Zoom Text, we may collect:

- Your mobile phone number.
- The content of the messages (including attachments, images, or links).
- Metadata (time, date, and delivery status of the message).

## 4. How We Use Your Information

We use text messaging for the following professional purposes:

- Scheduling and confirming appointments.
- Providing updates on account status or administrative requests.
- Sharing relevant market insights or firm announcements.
- Responding to your direct inquiries.

**Important:** AG Wealth Management will **never** ask you to send sensitive information—such as Social Security numbers, account passwords, or trade instructions—via text message. Please use our secure client portal for such transmissions.

## 5. Regulatory Recordkeeping

As a financial services firm, we are required by **FINRA Rule 3110** and **SEC Rule 17a-4** to archive and monitor business-related communications.

- **Retention:** All text messages sent and received via our Zoom business lines are archived in a secure, non-erasable format for a minimum of **six years**.
- **Supervision:** These messages are subject to review by our Compliance Department to ensure professional standards and regulatory adherence.

## 6. Sharing of Information

We do **not** sell, rent, or lease our client SMS opt-in lists to third parties. Your mobile information will not be shared with third parties/affiliates for marketing/promotional purposes. We may share information with service providers (such as Zoom) only as necessary to facilitate the transmission of messages and recordkeeping compliance.

## 7. Your Rights: Opt-Out and Help

- **To Opt-Out:** You may cancel the SMS service at any time. Just text "**STOP**" to our phone number. After you send the SMS message "STOP" to us, we will send you an SMS message to confirm that you have been unsubscribed.
- **To Get Help:** If you are experiencing issues with the messaging program, you can reply with the keyword "**HELP**" for more assistance, or contact your advisor directly at [Insert Firm Phone Number/Email].

## 8. Data Security

We employ industry-standard encryption and security controls provided by the Zoom platform to protect your data. However, please be aware that standard SMS messages travel over cellular networks and may not be end-to-end encrypted.

## 9. Changes to This Policy

We may update this policy to reflect changes in our practices or regulatory requirements. We will notify active clients of any material changes via email or our website.

