



# PRIVACY POLICY

## RLK GLOBAL SERVICES PRIVACY POLICY

**At RLK Global Services, your privacy is of the utmost importance. This Privacy Policy outlines how we collect, use, and protect your personal information, ensuring compliance with FCC regulations and best practices. By interacting with our services, you agree to the practices described in this policy.**

### 1. Information We Collect

We may collect the following types of information when you use our services:

- Personal Information: Name, email address, phone number, billing information, and preferences related to our services.
- Service Information: Details about your reservations, interactions, and feedback.
- Automatic Information: Data such as IP addresses, browser type, and browsing behavior to enhance user experience.

### 2. How We Use Your Information

We use the data collected for the following purposes:

- To process and manage reservations.
- To provide personalized services and respond to inquiries.
- To send notifications, confirmations, and updates regarding your bookings.
- To improve our services through feedback and usage analysis.

### 3. Consent for Text Messaging

To ensure compliance with FCC regulations, RLK Global Services has implemented the following opt-in process for receiving text messages:

- Explicit Consent: On any page where we collect phone numbers, you will see the following consent language:

*"By providing your phone number, you agree to receive text messages from RLK Global Services related to your reservations, while using texting for customer care and answer questions or having conversations with our customers. Message and data rates may apply.*

*You may opt out at any time by replying 'STOP.'"*

- Checkbox Verification: Customers must check an opt-in box confirming consent before submitting their contact information. This box is not pre-checked and requires active selection by the user.
- Double Opt-In (Optional): In some cases, you may receive a confirmation text asking you to reply "YES" to verify your consent.
- Opt-Out Option: You can unsubscribe from text messages at any time by replying "STOP" to any message you receive from us. For assistance, reply "HELP."

### 4. Data Sharing Policy

RLK Global Services does not and will never sell your personal or business data, including information about our clients, agents, or partners.

We may share your information only:

- With trusted third-party service providers as necessary to fulfill your bookings or improve your service experience (e.g., transportation providers, airport services).
- When required by law or to protect the safety and rights of our clients and company.



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## RLK GLOBAL SERVICES PRIVACY POLICY - CONTINUED

### **5. Data Security**

Your information is stored securely using industry-standard encryption and secure servers. Access to personal data is restricted to authorized personnel only.

### **6. Your Privacy Rights**

You have the following rights concerning your personal information:

- Access and Review: Request access to the data we hold about you.
- Corrections: Request corrections to inaccurate or incomplete data.
- Withdraw Consent: Opt-out of marketing communications by replying 'STOP' or contacting us directly.
- Deletion: Request the deletion of your data, subject to regulatory and legal requirements. To exercise these rights, contact us at, [reservations@rlkglobalservices.com](mailto:reservations@rlkglobalservices.com) or call +1 (702) 558-9233.

### **7. Cookies and Tracking Technologies**

We may use cookies and similar technologies to enhance user experience, monitor website performance, and personalize your experience. You can manage your cookie preferences through your browser settings.

### **8. Policy Updates**

We reserve the right to update this Privacy Policy periodically to reflect changes in our practices or comply with legal requirements. We encourage you to review this policy regularly.

### **9. Public Availability**

This Privacy Policy is publicly available on our website and linked on all pages where personal data is collected.

For further inquiries or assistance, please contact us at:

- Email: [Reservations@rlkglobalservices.com](mailto:Reservations@rlkglobalservices.com)
- Phone: +1 (702) 558-9233

**RLK Global Services is dedicated to maintaining your privacy and trust. Thank you for choosing us to serve you with excellence and discretion.**



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## SMS TERMS AND CONDITIONS - AT A GLANCE

RLK Global Services respects your privacy. By opting into our SMS messaging service, you agree to the following terms regarding how we handle your data:

- **Data Collection:** We will collect your name, email address, mailing address, and mobile phone number when you sign up for SMS updates. The information will be collected via the website contact form email, verbally via telephone, rental agreement, or third-party reservation systems.
- **Data Usage:** We use your data solely for sending updates, reservation details, and reminders related to our products or services.
- **Data Security:** We protect your data with secure storage measures to prevent unauthorized access.
- **Data Retention:** We retain your information as long as you are subscribed to our SMS service. You may request deletion at any time.
- **Message and Data Rates:** MESSAGE AND DATA RATES MAY APPLY. Your mobile carrier may charge fees for sending or receiving text messages, especially if you do not have an unlimited texting or data plan.
- **Message Frequency:** Messages are recurring, and message frequency varies.
- **Contact Information:** Contact RLK Global Services at [info@rlkglobalservices.com](mailto:info@rlkglobalservices.com) or [reservations@rlkglobalservices.com](mailto:reservations@rlkglobalservices.com) for HELP or to STOP receiving messages.
- **Opt-Out Policy:** You can opt out of the SMS list at any time by texting, emailing, or replying STOP or UNSUBSCRIBE to [info@rlkglobalservices.com](mailto:info@rlkglobalservices.com). After unsubscribing, you will receive a final SMS to confirm you have unsubscribed, and we will remove your number from our list within 24 hours.
- **Help Requests:** You can send HELP for additional assistance, and you will receive a text including our phone number, email, and website. We are here to help you.
- **Non-Sharing Clause:** We do not share your data with third parties for marketing purposes. RLK Global Services will not sell, rent, or share the collected mobile numbers.