Eagle Mountain Tax Resolution

SMS/Text Messaging Privacy Policy

Effective Date: September 25, 2026

Eagle Mountain Tax Resolution ("Eagle Mountain Tax Resolution," "we," "us," or "our") respects your privacy and is committed to protecting the information you provide when you communicate with us by text message.

This SMS/Text Messaging Privacy Policy explains how we collect, use, protect, and handle information associated with our text messaging services.

1. Information We Collect

When you communicate with Eagle Mountain Tax Resolution by text message, we may collect and maintain:

- Your name;
- Mobile telephone number;
- Text-message communications between you and our office;
- Information necessary to identify your client account or matter;
- Appointment, scheduling, and communication preferences;
- Your consent or authorization to receive text messages;
- Records of opt-out or unsubscribe requests; and
- Other information you voluntarily provide through text messaging.

Because Eagle Mountain Tax Resolution provides tax preparation and tax-resolution services, text messages may sometimes relate to confidential financial or tax matters.

We encourage clients not to send Social Security numbers, bank account numbers, credit card numbers, passwords, tax documents, or other highly sensitive information by ordinary text message. When sensitive documents or information are required, we may direct you to use our secure client portal or another secure communication method.

2. How We Use Text-Messaging Information

We may use your mobile telephone number and text-message information to:

- Communicate with you regarding services you have requested;
- Respond to questions or requests;
- Confirm or remind you about appointments;
- Notify you about deadlines or documents needed;
- Request information or documents necessary to provide services;
- Provide updates concerning your tax-return or tax-resolution matter;
- Communicate regarding invoices, payments, or account matters;
- Provide other service-related communications;
- Maintain records of communications and client instructions;
- Process and honor requests to stop receiving text messages; and
- Send promotional or marketing messages when you have provided the consent required by applicable law.

We will use information collected through our text-messaging program only for legitimate business purposes consistent with this Privacy Policy and applicable law.

3. Client-Service and Transactional Messages

If you are a client or prospective client who has requested services or otherwise provided your telephone number for communication with our office, we may use text messaging to communicate with you regarding your requested services and ongoing business relationship.

Examples may include:

- “We received your message and will respond shortly.”
- Appointment confirmations or reminders;
- Requests to check your secure client portal;
- Notices that additional information is needed;
- Tax filing or document deadlines;
- Updates concerning your engagement;

- Payment or billing reminders; and
- Other communications directly related to services you have requested.

These communications are intended to facilitate our relationship with you and provide requested services.

4. Marketing and Promotional Text Messages

We may separately request your consent to receive marketing or promotional text messages from Eagle Mountain Tax Resolution.

Marketing messages may include information about:

- Tax services;
- Tax deadlines;
- Educational opportunities;
- Events;
- Business announcements;
- Special offers; or
- Other services or information that may be relevant to you.

Where consent is required, we will obtain the appropriate consent before sending covered marketing text messages.

Consent to receive marketing text messages is not a condition of purchasing services from Eagle Mountain Tax Resolution.

You may withdraw marketing consent at any time by replying **STOP**, **CANCEL**, **UNSUBSCRIBE**, or another reasonable opt-out request to the text message, or by contacting us using the information provided below.

5. How to Opt Out of Text Messages

You may request to stop receiving text messages from us at any time.

You may reply:

STOP

You may also use other reasonable language indicating that you no longer wish to receive text messages.

After receiving an opt-out request, we will process the request in accordance with applicable law and our messaging-system capabilities.

Please understand that opting out of certain text messages may not automatically terminate all other forms of communication with Eagle Mountain Tax Resolution. For example, we may still communicate with you through email, telephone, postal mail, our secure client portal, or other appropriate methods concerning your existing account or requested services.

If you wish to stop **all** communications from Eagle Mountain Tax Resolution, please contact our office directly.

6. Help and Customer Support

For assistance with our text-messaging program, reply **HELP** when supported by our messaging platform or contact us directly:

Eagle Mountain Tax Resolution
3688 E Campus Dr STE 240
Eagle Mountain, UT 84005
Phone: (385) 375-0914
Email: steven@emtaxres.com

7. Message and Data Rates

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

Message frequency will vary depending on your communications and relationship with Eagle Mountain Tax Resolution.

8. Sharing of Information

We do not sell or rent your mobile telephone number or text-message information to third parties for their own marketing purposes.

We may disclose information to service providers that assist us in operating our business and communicating with clients, including providers of:

- Business telephone and text-messaging services;
- Client portals and document-management systems;
- Accounting and payment-processing services;
- Information-technology and cybersecurity services; and

- Other business systems necessary to provide our services.

Service providers may process information on our behalf and are expected to handle information in accordance with applicable contractual and legal requirements.

We may also disclose information when reasonably necessary to:

- Comply with applicable law, regulation, subpoena, court order, or other legal process;
- Protect the rights, property, or safety of Eagle Mountain Tax Resolution, our clients, or others;
- Prevent fraud, abuse, or unauthorized activity; or
- Establish, exercise, or defend legal claims.

9. No Sale of Mobile Information for Marketing

We do not sell, rent, or share your mobile telephone number or SMS opt-in information with third parties for their own advertising or marketing purposes.

Your consent to receive text messages from Eagle Mountain Tax Resolution will not be transferred to another company for that company's independent marketing purposes.

10. Confidentiality and Security

We take reasonable administrative, technical, and physical measures designed to protect personal information against unauthorized access, disclosure, alteration, or destruction.

Because ordinary SMS/text messaging is not necessarily encrypted end-to-end, we cannot guarantee that text messages are completely secure while traveling through wireless carriers, telecommunications providers, or other networks.

For this reason, we may ask you to use our secure client portal when transmitting tax returns, financial statements, Social Security numbers, bank information, or other sensitive documents.

11. Tax and Financial Information

Our text-messaging system may contain information identifying you as a client or relating to your tax or financial-services engagement.

We will use reasonable safeguards appropriate to the nature of the information involved. However, **ordinary text messaging should not be considered a secure method for transmitting highly sensitive tax or financial information.**

Please use our secure client portal whenever we request sensitive documents or information.

12. Privacy Rights

Depending on your circumstances and applicable law, you may have rights regarding personal information we maintain about you, including rights concerning access, correction, deletion, or certain uses of personal information.

Utah's privacy laws provide certain consumer rights subject to statutory requirements, exemptions, and limitations. Federal law and other applicable laws may also provide privacy or confidentiality protections.

Requests concerning personal information may be submitted using the contact information below.

13. Children's Privacy

Our services and text-messaging program are intended for adults and businesses and are not directed toward children under 13.

We do not knowingly collect personal information from children under 13 through our text-messaging program.

14. Changes to This Policy

We may update this SMS/Text Messaging Privacy Policy periodically to reflect changes in our business practices, technology, applicable law, or messaging services.

When we make material changes, we may update the effective date at the beginning of this policy and provide additional notice when appropriate.

15. Contact Us

If you have questions about this Privacy Policy, our text-messaging practices, or your privacy rights, please contact:

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3688 E Campus Dr STE 240
Eagle Mountain, UT 84005
Phone: (385) 375-0914
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