

Alnaji Canadian Immigration Services – SMS Terms & Privacy Policy

Alnaji Canadian Immigration Services (“we,” “our,” or “us”) respects your privacy and operates in compliance with applicable privacy and SMS communication regulations. By opting into our SMS messaging service, you acknowledge that you have read, understood, and agreed to the terms outlined below.

1. Explicit Consent Requirement

By voluntarily providing your mobile phone number and opting into SMS communications, you provide **express written consent** to receive text messages from Alnaji Canadian Immigration Services. This consent is fully voluntary and is not a condition of receiving immigration consulting services, submitting inquiries, or engaging with our firm in any capacity. You may choose whether or not to opt in without affecting your eligibility for services.

2. Data Collection

We may collect personal information including your full name, mobile phone number, email address, mailing address, and any additional information you voluntarily provide during consultations, intake forms, or communications with our office. This information may be collected through phone calls, in-person meetings, website forms, or direct messaging interactions. All data collected is limited to what is reasonably necessary for service delivery and client communication.

3. Data Usage

Your information is used strictly for operational and service-related purposes, including appointment scheduling, reminders, case updates, customer support communication, and general administrative notifications related to immigration consulting services. We do not use your information for unrelated marketing activities outside the scope of our services, and we do not send promotional SMS beyond service-related communications unless explicitly agreed to.

4. No Guarantee of Service Availability

SMS messaging is provided on an “as available” basis. We do not guarantee that messages will be delivered, received, or processed without delay. We are not responsible for failures caused by mobile carriers, internet service disruptions, device issues, or any other technical limitations outside our control. SMS should not be relied upon for urgent or time-sensitive matters.

5. Message Frequency and Variability

The frequency of messages may vary depending on your file status, ongoing inquiries, appointment scheduling needs, or service-related updates. Some users may receive multiple messages in a short

period, while others may receive only occasional communications. We reserve the right to adjust messaging frequency at any time without prior notice in order to meet operational requirements.

6. Message and Data Rates

MESSAGE AND DATA RATES MAY APPLY. You are solely responsible for any charges imposed by your mobile carrier for sending or receiving SMS messages. These charges may vary depending on your carrier plan, location, and usage terms. We are not responsible for any fees incurred through participation in our SMS program.

7. Data Security Disclaimer

We implement reasonable technical, administrative, and physical safeguards to protect your personal information against unauthorized access, disclosure, alteration, or destruction. However, no system of electronic storage or transmission is completely secure, and we cannot guarantee absolute security of your data. By participating in SMS communication, you acknowledge and accept this inherent risk.

8. Data Retention

We retain your personal information for as long as you remain subscribed to our SMS service or as long as necessary to fulfill the purposes for which it was collected. We may also retain certain records after opt-out where required for legal, regulatory, compliance, dispute resolution, or legitimate business purposes. You may request deletion of your information, subject to applicable legal retention obligations.

9. Opt-Out and Termination of Consent

You may withdraw your consent at any time by replying STOP, CANCEL, or UNSUBSCRIBE to our SMS messages. Upon receipt of your opt-out request, we will take reasonable steps to remove your number from our active messaging list. You may receive a final confirmation message acknowledging your opt-out. Processing may take up to 24 hours depending on system and carrier limitations, during which limited messages may still be delivered.

10. HELP Requests

You may text HELP at any time to request support or additional information. In response, we will provide relevant contact details including our phone number, email address, and website. Assistance is provided during regular business hours, and response times may vary based on inquiry volume.

For HELP or to STOP receiving messages, contact Alnaji Canadian Immigration Services at 5877450623.

11. Non-Sharing and Data Use Restrictions

We do not sell, rent, or trade your mobile number or personal information for third-party marketing purposes. Your data is only shared internally with authorized staff or with trusted service providers who

assist in delivering SMS communications or operating our business systems. We may also disclose information if required by law, regulation, or legal process. All third parties handling data on our behalf are expected to maintain appropriate confidentiality and security standards.

12. Limitation of Liability

To the maximum extent permitted by applicable law, Alnaji Canadian Immigration Services is not liable for any damages, losses, or claims arising from SMS communication, including but not limited to message delays, delivery failures, inaccuracies, unauthorized access, or reliance on information transmitted via text message. SMS communication is provided for convenience only and does not constitute legal advice or legally binding commitments unless expressly stated.

13. Implied Consent Through Direct Messaging

If you initiate contact with Alnaji Canadian Immigration Services via SMS, or respond to our SMS messages, we may reasonably treat this interaction as implied consent to communicate with you via SMS strictly in relation to your inquiry or existing service matter. This includes responding to questions, providing appointment-related communication, and delivering case or service updates.

However, such interaction does NOT constitute consent to receive marketing, promotional, or advertising messages. We will not use inbound SMS communication or ongoing service conversations as a basis to send promotional content unless you have provided explicit, separate, and verifiable opt-in consent for marketing communications.