

CJ's Car America ("we," "our," "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, interact with our services, and engage with us via email, SMS, or live chat. By using our services, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We may collect personal information that you voluntarily provide to us when you:

- Visit our website or dealership.
- Fill out contact forms or request information.
- Communicate with us via email, SMS, or live chat.
- Make purchases or inquiries about vehicles or services.
- Participate in promotions or surveys.

The types of information we may collect include:

- Name, email address, phone number, mailing address.
- Vehicle information (make, model, year).
- Payment details when necessary for transactions.
- Any other information you choose to provide.

2. How We Use Your Information

We use the information we collect for a variety of purposes, including:

- **To Communicate with You:** We may use your email address, phone number (for SMS), or live chat information to communicate regarding inquiries, promotions, and transactions. This includes but is not limited to sending you relevant updates, offers, and other communications that may assist in your decision-making process regarding our products and services.
- **For Marketing and Promotions:** We may use your contact information to send you promotional materials, including special offers and newsletters via email or SMS. You can opt out of these communications at any time (see Section 5 for more details).
- **To Improve Our Services:** We may use your feedback and other data to enhance our website, customer service, and overall customer experience.
- **To Process Transactions:** Your information may be used to process payments, vehicle financing, or other transactions.
- **Legal Compliance:** We may disclose your information to comply with applicable legal obligations, court orders, or governmental regulations.

3. Communication via Email, SMS, and Live Chat

By providing your contact information, you consent to receive communications from us via email, SMS, and live chat. We utilize **A2P 10DLC** (Application-to-Person 10-Digit Long Code) for SMS communications, ensuring compliance with industry standards and regulations set forth by mobile network operators.

- **Email Communication:** We may send you transactional and promotional emails. You can unsubscribe from promotional emails at any time by following the “unsubscribe” link in the email.
- **SMS Communication:** By providing your mobile number, you consent to receive SMS messages regarding your inquiries, orders, and promotions. Standard message and data rates may apply. To opt out of SMS messages, reply “STOP” to any message you receive from us.
- **Live Chat Communication:** When using our live chat feature, you consent to us collecting any information you voluntarily provide. Live chat may be used for customer service, sales inquiries, or promotional offers.

4. Sharing of Your Information

We do not sell, rent, or trade your personal information to third parties. However, we may share your information with trusted third parties who assist us in operating our website, conducting our business, or servicing you, as long as those parties agree to keep your information confidential. We may also disclose your information when required by law or to protect our rights.

5. Your Choices Regarding Your Information

You have choices regarding the collection and use of your information:

- **Opting Out of Emails and SMS:** You may opt out of receiving promotional emails by following the instructions in each email or SMS message. For SMS messages, reply “STOP” to any message you receive. Please note that even after opting out, we may continue to send you transactional or relationship-related communications.
- **Updating Your Information:** You may update or correct your information by contacting us directly or through your account, if applicable.

6. Data Security

We take reasonable steps to protect your information from unauthorized access, disclosure, alteration, or destruction. However, no transmission of data over the Internet or mobile networks can be guaranteed to be 100% secure, and we cannot guarantee the security of any information you transmit to us.

7. Cookies and Tracking Technologies

We may use cookies and similar tracking technologies to improve your experience on our website and gather analytics. You can control the use of cookies through your browser settings.

8. Children's Privacy

Our services are not intended for individuals under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that we have inadvertently collected such information, we will take steps to delete it.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we make changes, we will update the "Effective Date" at the top of this page. We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your information.

10. Contact Us

If you have any questions about this Privacy Policy, or if you would like to update your information or opt-out of any communications, please contact us at:

CJ's Car America
554 Route 31 Bridgeport NY 13030
(315) 633-2277
cjcaramerica@gmail.com

By using our website and services, you acknowledge that you have read and understood this Privacy Policy and agree to its terms.