LeadTextor

LEGAL

Privacy Policy

How LeadTextor collects, uses and protects information.

EFFECTIVE OCTOBER 21, 2026

leadtextor.com

Contents

01	Who We Are and What This Policy Covers	2
02	Information We Collect	2
03	How We Use Information	3
04	Cookies, Analytics and Session Recordings	4
05	How We Share Information	4
06	How Long We Keep Information	5
07	Security	6
08	Your Responsibilities for Your Data	6
09	People Whose Information Is Processed for Our Customers	6
10	Your Rights and Choices	7
11	California and Other U.S. State Privacy Rights	7
12	Children's Privacy	7
13	Where Information Is Processed	7
14	Third-Party Websites and Services	8
15	Changes to This Policy	8
16	Contact Us	8

This Privacy Policy explains what information LeadTextor collects, how we use and share it, how long we keep it, and the choices you have. We do not sell your personal information.

01 Who We Are and What This Policy Covers

The short version. We collect the information we need to run your account and the Service: your account and business details, the contacts, messages and deals you put into LeadTextor, and basic usage and device data. We share it only with the service providers that help us operate the Service, and as the law requires. We never sell personal data, and your contacts and Skip Tracing results are never sold or shared for anyone else's marketing.

“LeadTextor,” “we,” “us” and “our” mean LeadTextor LLC, a Wyoming limited liability company registered at 1309 Coffeen Avenue STE 1200, Sheridan, Wyoming 82801, USA. This policy applies when you:

- visit our website at leadtextor.com;
- use our application at app.leadtextor.com and our notifications (the “Service”); or
- contact us, or receive a text message that was sent through the Service by one of our customers.

LeadTextor is offered to businesses in the United States. By using the Service you agree to this policy. If you do not agree, please do not use the Service.

This Privacy Policy is part of the same agreement as our Terms of Service, together with our Refund and Cancellation Policy, Acceptable Use Policy and Cookie Policy. When you accept the Terms of Service and this Privacy Policy while creating your account, you also accept those other three policies, and they apply to you in the same way. Please read them together.

02 Information We Collect

2.1 Information you give us

- **Account information:** your name, email address, phone number and login details. Passwords and sign-in are handled by a third-party authentication service.
- **Business information:** your company name, address, plan and, for A2P 10DLC carrier registration, details such as your legal business name, business type, tax ID (EIN), industry, website, business address, contact person, use case and sample messages.
- **Billing information:** your billing address, plan, Wallet Balance, payments, invoices and transaction history, and any coupon code you apply and the bonus credit it adds. Card and other payment details, including a card you choose to save for Auto Top-Up, are collected and processed by our payment processors and are not stored on our servers.
- **Support communications:** what you send us by email or live chat.

2.2 Your Data: contacts, messages and deals

To provide the Service we process the data that you upload or create, including:

- contact lists you upload, with names, phone numbers, emails, and property and mailing addresses, plus tags, statuses and notes;

- text messages sent and received through the platform, conversation history, templates, campaigns, automations and activity logs;
- cash buyer profiles you create or upload, including buyer contact details, target markets and purchasing criteria;
- deal data you enter on the Deal Board, such as property financials, pipeline stage and notes, and files you attach to a deal (for example inspection reports, agreements and photos);
- reminders, and the number you choose for call forwarding;
- if your brand verification fails and you appeal, the supporting business documents you upload (up to 5 files) and the explanation you write, which our team reviews; and
- phone validation results (carrier, line type and validity), and the file you upload for a contact import, which is deleted once the import finishes, with only a small sample of the column mapping kept for troubleshooting.

2.3 Skip Tracing information

When you run Skip Tracing we process the records you submit (names and addresses, or parcel details) and the results we receive, which can include phone numbers, email addresses, addresses and, in some cases, age or date of birth of individual property owners. The results are kept in your account for you. See Section 9 for the choices of the people these records are about.

2.4 Information collected automatically

- your IP address, device and browser type, operating system and approximate location based on your IP address (for example city and country);
- login activity, used to protect your account and to alert you about a sign-in from a new device or location;
- sending performance data, such as delivery and opt-out rates for your campaigns, accounts and numbers and the health score of each sending number, used to apply our automatic safety protections;
- usage data, such as the pages visited, the features used, time spent, errors and when you were last active;
- a notification token for each device or browser for which you turn on push notifications, used only to deliver your alerts; and
- information gathered by cookies and similar technologies, including analytics and session recordings, described in Section 4 and in our Cookie Policy.

03 How We Use Information

Purpose	Examples
Provide the Service	Create and run your account, send and receive messages, run campaigns and automations, validate phone numbers, run Skip Tracing, provide numbers and A2P registration, keep your Inbox and Deal Board working.
Billing and payments	Process wallet recharges, charge monthly fees and usage, issue returns, send receipts and billing notices, and prevent fraudulent payments.
Notifications and communication	Send service messages by email, in the app and by push notification, such as billing notices, campaign status, completed Skip Tracing jobs, reminders and security alerts. We also send onboarding messages, including reminders if an account has not been activated. Service messages are part of the Service and cannot be turned off while you have an account.

Purpose	Examples
Security and abuse prevention	Protect accounts, detect suspicious activity, block abusive IP addresses, review messaging for spam and opt-out problems, and enforce our policies. This includes automatic safety protections that use delivery rates, opt-out rates and number health scores to pause a campaign, freeze a number or deactivate an account. Our team can review the outcome if you contact us.
Compliance	Meet carrier and registry requirements for A2P 10DLC, comply with laws, respond to legal requests, and keep records.
Support	Answer your questions and diagnose problems. Authorized staff can view your account to help you.
AI features	Draft, rewrite and summarize text, and suggest follow-ups, using third-party AI model providers. The text needed for your request, for example a conversation you ask the tool to reply to or summarize, is sent to them to produce the result.
Improve the Service	Understand how features are used, fix errors and improve performance and design.

We do not use the content of your messages or contacts to build advertising profiles or to train AI models.

04 Cookies, Analytics and Session Recordings

We use cookies and similar technologies to keep you signed in, remember your preferences and understand how our website and application are used. This includes an analytics service that records how visitors interact with our website and our application (clicks, scrolling and page views) and can create session recordings and heatmaps. When you are signed in to the application, we may link a recording to your account so that we can help you and fix problems. We use the masking features of that service to limit the capture of sensitive text.

The Cookie Policy lists the cookies and similar technologies that we use and how you can control them. You can block or delete cookies in your browser settings, but parts of the Service may not work properly without the ones that are essential.

05 How We Share Information

We do not sell your personal data. Phone numbers and contact data that you upload, or that you obtain through Skip Tracing, are never sold or shared with any third party for their own marketing. We use them only to provide the Service back to you, the account holder. We do not “share” personal information for cross-context behavioral advertising.

We share information only in these cases:

5.1 Service providers

We use trusted companies that help us run the Service. They may access the information needed to do their work and are not allowed to use it for other purposes. The types of providers are:

- messaging infrastructure, phone number and carrier providers, which deliver messages and calls;
- payment processors for cards, PayPal, alternative checkout and cryptocurrency;
- cloud hosting, database and storage providers;
- authentication and account security providers, including bot protection at sign-up;

- AI model providers, which process the text you submit to an AI tool;
- data enrichment providers for Skip Tracing and phone validation requests that you start;
- email delivery and push notification providers;
- analytics and session recording providers;
- live chat and customer support tools; and
- professional advisers such as lawyers and accountants.

Payments and Fraud Prevention. We use Stripe as one of our payment methods to process payments and to help prevent fraud. When you pay or add a card, Stripe collects information about the device and browser you use to connect, such as device characteristics, IP address, and how you interact with the payment pages. Stripe uses this information to process your payment, detect and prevent fraud, and operate and improve its services. We do not receive or store your full card number. You can learn more about how Stripe handles your data in its privacy policy at https://stripe.com/privacy.

5.2 Carriers and the registry

To register your business and campaigns for A2P 10DLC, we share your business and campaign details with mobile carriers and The Campaign Registry. Carriers may also see the content and volume of messages sent to their subscribers. If you appeal a failed brand verification, we may share the documents and explanation you send with the carriers and the registry, as needed to review the appeal.

5.3 Integrations you choose

If you connect an integration such as Zapier, Make, GoHighLevel or Podio, we send and receive data through it at your direction. That tool's own privacy policy governs what it does with the data.

5.4 Legal reasons and business transfers

We may disclose information if required to comply with the law, a court order or a lawful request from authorities, to enforce our policies, or to protect the rights, safety or property of LeadTextor, our customers or others. If LeadTextor is involved in a merger, acquisition or sale of assets, information may be transferred as part of that transaction and we will tell you if it changes how your information is handled.

5.5 With your consent

We may share information for other purposes if you ask us to or agree to it.

06 How Long We Keep Information

Information	How long we keep it
Account data, contacts, campaigns, messages and conversation history, deals and buyers	For as long as your account is open. If you cancel in good standing, it is deleted on the last day of the current month. If an account is unpaid, this data stays available for 90 days from your last successful billing date and is then permanently deleted. You can ask us to delete it sooner.
Skip Tracing results	Until you delete the job, or until your account data is deleted. The file you submit is held only while the job waits to be processed and is removed once it has been sent.

Information	How long we keep it
Phone validation results	14 days, then deleted.
Brand verification appeal documents	As long as needed to review your appeal and to handle any dispute about it.
Contact import files	Deleted when the import finishes. A small sample of the column mapping is kept for troubleshooting.
Billing and transaction records	As long as needed for accounting, tax and legal purposes.
Security, login and system logs	For as long as needed for security, troubleshooting and compliance.
Draft automations with no steps	Purged automatically after 24 hours.

We may keep some information for longer where the law requires it, to resolve disputes and to enforce our agreements, or in anonymized form. When data is deleted, it cannot be recovered. You can export your contacts, campaign data and conversations from the Service before deletion.

07 Security

We use measures that are appropriate to the nature of the information, including encryption of data in transit, access controls and authentication, limiting staff access to what is needed, and monitoring for unauthorized activity. Our service providers apply their own security controls. No system is completely secure and we cannot guarantee absolute protection. You are responsible for keeping your login details safe and for using a strong, unique password. If we become aware of a breach that affects your information, we will notify you and the authorities as the law requires.

08 Your Responsibilities for Your Data

You are responsible for making sure that the data you upload is lawfully obtained, for having the consent that the law requires before you message anyone, and for following the privacy and communication laws that apply to you. LeadTextor is not responsible for misuse of data uploaded by users.

09 People Whose Information Is Processed for Our Customers

If you received a text sent through LeadTextor. LeadTextor is software used by our customers to message their own contacts. The sender, our customer, is responsible for the message and for having your consent. We process your phone number and replies on the customer's behalf to deliver the message and show it in their Inbox. Reply **STOP** at any time to opt out. The Service automatically marks your number Do Not Contact and blocks further messages to it from that customer's account.

If your information appears in a customer's account or in Skip Tracing results. Our customers use Skip Tracing to research individual property owners. If you want to ask what we hold about you, or ask us to delete it, contact us at **contact@leadtextor.com**. We will review your request and delete or correct information where the law requires. Because the information belongs to the customer's account, we may also refer you to that customer.

10 Your Rights and Choices

Depending on where you live, you may have the right to:

- know what personal information we collect, use and disclose about you, and receive a copy;
- correct inaccurate information;
- delete your information, subject to legal exceptions;
- restrict or object to some uses of your information; and
- not be treated unfairly for using these rights.

How to ask. Email **contact@leadtextor.com** from the address on your account, or contact us by live chat. We will confirm your identity before we act, and we will respond within the time that the law allows (generally 45 days). You can use an authorized agent to make a request for you, and if we decline a request you can ask us to reconsider by replying to our response. You can also change much of your information yourself in your Profile, turn push notifications on or off per device, and export your data from the Service.

Marketing choices. We do not send advertising on behalf of third parties. Service messages cannot be turned off while you have an account.

11 California and Other U.S. State Privacy Rights

If you are a resident of California, or of another U.S. state with a privacy law, the rights in Section 10 apply to you. Under the California Consumer Privacy Act as amended (CCPA/CPRA):

- In the last 12 months we collected the categories in Section 2, which fall within these CCPA categories: identifiers; commercial information (such as plan and payments); internet and network activity; geolocation (approximate, from IP address); professional or business information; and the content of communications that our customers send through the Service.
- We use them for the purposes in Section 3 and disclose them to the recipients in Section 5, which are service providers and similar parties, for a business purpose.
- **We do not sell personal information and we do not share it for cross-context behavioral advertising**, so there is nothing to opt out of. Browser signals such as Do Not Track or Global Privacy Control do not change how we handle your information.
- We do not knowingly sell or share the personal information of anyone under 16.
- We do not use or disclose sensitive personal information to infer characteristics about you.

12 Children's Privacy

The Service is for businesses and is not intended for anyone under 18. We do not knowingly collect personal data from minors. If you believe a minor has given us information, contact us and we will delete it.

13 Where Information Is Processed

Our servers and databases are located in the United States. Members of our team and some of our service providers may access information from other countries, and information may therefore be processed outside the country

where you live, including in countries with different data protection laws. By using the Service you understand and agree to these transfers.

14 Third-Party Websites and Services

The Service can link to or work with third-party websites and tools. We are not responsible for their privacy practices, and we encourage you to read their policies.

15 Changes to This Policy

We may update this Privacy Policy from time to time. We will change the effective date at the top and, for material changes, give notice in the app or by email. If you keep using the Service after a change takes effect, you accept the updated policy.

16 Contact Us

If you have questions about this Privacy Policy or your information, contact:

LeadTextor LLC
1309 Coffeen Avenue STE 1200
Sheridan, Wyoming 82801, USA
Business and legal: **contact@leadtextor.com**
Customer support: **support@leadtextor.com**
Phone: (803) 706-1053