

Privacy Policy & Terms and Conditions

Last Updated: 11-26-2025

1. Privacy Policy

At Basemah Elayan Insurance Agency we are committed to protecting your privacy. This Privacy Policy outlines how we collect, use, and protect your personal information when you use our website and services.

Information We Collect

We may collect the following types of information when you visit our website or engage with our services:

- **Personal Information:** Name, email address, phone number, and other contact details when voluntarily submitted through our contact forms.
- **Usage Data:** Information about how you interact with our website, such as IP address, browser type, and referral sources.

How We Use Your Information

We use your personal information for the following purposes:

- **To respond to inquiries and provide customer support.**
- **To send service-related updates and appointment reminders.**
- **To provide SMS notifications for clients who have opted in.**
- **To improve website functionality and enhance user experience.**

SMS Opt-in and Communication

If you opt in to receive SMS messages from Basemah Elayan Insurance Agency you consent to receive customer care text messages related to:

- **Reminders.**
- **Updates.**

- **Responses to your inquiries.**

By opting in, you acknowledge:

- **Message frequency varies depending on your needs.**
- **Message and data rates may apply as per your carrier.**
- **Your information will not be shared with third parties for marketing purposes.**
- **You may opt out at any time by replying STOP.**
- **For assistance, reply HELP or contact us directly.**

How We Protect Your Information

We implement reasonable security measures to protect personal data from unauthorized access, alteration, or disclosure. However, no method of transmission over the internet is 100% secure.

Third-party Disclosure

We are committed to protecting your privacy. We do not share your mobile information, including phone numbers and SMS registration data, with third parties for marketing purposes. Your personal information will not be transferred to external organizations.

We maintain strict policies and implement technical measures to prevent unauthorized data sharing or access. We do not sell, trade, or share your personal information with third parties for marketing purposes. However, we may share data:

- **When required by law or to protect our legal rights.**

Your Rights & Choices

- **You may request access to the personal data we hold about you.**
- **You can opt out of marketing communications or update your preferences at any time.**

- You can request deletion of your personal data, subject to legal and business retention requirements.

Updates to This Privacy Policy

We may update this Privacy Policy periodically. Changes will be posted on this page with an updated revision date.

Contact Us:

For questions about this Privacy Policy, please contact us at belayan2@acg.aaa.com or call 734-224-9424

2. Terms & Conditions

Use of the Website

By accessing and using Basemah Elayan Insurance Agency website, you agree to comply with these Terms & Conditions. If you do not agree, please refrain from using our site.

SMS Communications Terms

By submitting your phone number and opting in to SMS communications, you agree to receive customer care text messages from Basemah Elayan Insurance Agency subject to the following:

- **Purpose:** Messages are strictly informational and may include reminders, updates, and responses to inquiries.
- **Frequency:** Message frequency varies.
- **Charges:** Standard message and data rates may apply.
- **Opt-out:** You can unsubscribe by replying STOP at any time.
- **Help:** For support, reply HELP or contact us.

User Responsibilities

By using our website, you agree that you will not:

- **Use our website for unlawful purposes.**
- **Attempt to gain unauthorized access to our systems.**
- **Transmit harmful or malicious content.**

Limitation of Liability

Basemah Elayan Insurance Agency is not responsible for:

- **Any errors or inaccuracies in the content provided.**
- **Third-party website links or services.**
- **Any damages resulting from website use, including service interruptions or technical failures.**

Changes to Terms & Conditions

We reserve the right to modify these Terms & Conditions at any time. Your continued use of the website constitutes acceptance of the updated terms.

Contact Us:

For any questions regarding these Terms & Conditions, please reach out to us at belayan2@acg.aaa.com