

Privacy Policy

At Magendzo Law, P.C., and our affiliated entities (collectively referred to as “ML,” “we,” “us,” or “our”), we prioritize your privacy and are committed to safeguarding your personal information. This Privacy Policy outlines how we collect, use, share, and protect your information when you interact with us through our website, mobile applications, email communications, social media pages, and other online platforms.

Information We Collect

The personal information we collect from you varies depending on the services you use and the nature of your relationship with us. This information may include:

- **Personal Identifiers and Contact Information:** Such as your name, email address, phone number, mailing address, and job title.
- **Sensitive Information:** Including Social Security numbers, financial information, medical records, and other sensitive data.
- **Geolocation Data:** If you consent, we may collect your precise location data via our mobile applications.
- **Sensory Data:** This includes call recordings and any audiovisual content related to your case.
- **Biometric Data:** Such as facial scans or fingerprint data if you choose to use these features for account access.
- **Commercial Information:** Details about your legal matters and account information.
- **Internet Activity:** Including data on your interactions with our platforms, device information, and online activity.
- **Professional or Educational Information:** Such as your employment history, job application details, and education records.
- **Inferences:** We may draw inferences from the data we collect to create profiles about your preferences and behavior.

Protection of Information Collected for SMS Purposes

We take the privacy and security of your personal information seriously, especially for data collected in connection with SMS communications. We implement the following measures to ensure that your information is safeguarded. We only send you SMS messages if

1. You opted into SMS communications using our webform checkbox which may tie to our CRM and Consent database.

Mobile information will not be shared with third parties/affiliates for marketing/promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

By providing your phone number to ML, you agree and acknowledge that ML may send text messages to my wireless phone number send text messages to my wireless phone number regarding case details, and ask for the documents, including status updates and reminders for important dates or notifications. Message and data rates may apply. Message frequency will vary, and you will be able to Opt-out by replying “STOP” to unsubscribe or "HELP" for further assistance.

ML may collect opt-in verbally from their customers. Customers may opt in to receive messages either in person at a physical location or over the phone when they call. When a customer is registered for the first time, they are asked to provide a phone number, and staff is trained to ask if the customer would like to opt in to SMS-based notifications. They will be verbally informed that 'Message and data rates may apply,' 'Message frequency may vary,' and they can 'text HELP for support or more information and STOP to unsubscribe at any time.' They will also be informed that their phone number will not be shared with third parties for marketing or promotional purposes."

Encryption: All personal information transmitted via SMS, including phone numbers, is encrypted using industry-standard encryption protocols both in transit and at rest. This ensures that unauthorized parties cannot access your information during transmission or storage.

1. **Access Controls:** Access to personal information related to SMS communications is strictly limited to authorized personnel who need this data to perform their duties. We implement multi-factor authentication (MFA) and role-based access control (RBAC) to ensure only qualified staff members can handle your information.
2. **Secure Data Storage:** All phone numbers and SMS consent records are stored in secure databases that comply with recognized security standards. These databases are regularly audited for vulnerabilities, and any identified risks are promptly addressed.
3. **Data Minimization:** We only collect the information necessary to send SMS communications, and we retain it only as long as necessary for legal compliance or legitimate business purposes. Once no longer needed, the information is securely deleted or anonymized.

4. **Automated Monitoring and Alerts:** We continuously monitor for suspicious activities and unauthorized access attempts involving SMS-related data. Automated alerts are generated for any potential breaches, and a response team is available 24/7 to address such incidents.
5. **Data Sharing Restrictions:** SH does not share any opt-in data or consent related to text message communications, nor your election to receive SMS messages, with any third-party provider.
6. **Regular Security Audits:** We perform regular security assessments, including vulnerability testing and compliance reviews, to ensure that our SMS data protection practices are up to date with the latest legal and regulatory requirements.

How We Collect Your Information

We collect your information in various ways:

- **Directly From You:** Information provided through onboarding account creation, service requests, and webform submission on our website.
- **Automatically:** Data collected through cookies, tracking pixels, and similar technologies when you interact with our platforms.
- **From Third Parties:** Information from business partners, public sources, or other individuals involved in your legal matters.

Use of Your Information

We use your personal information for the following purposes:

- **Service Provision:**
 - Facilitating free case evaluations and assessing your legal needs;
 - Providing legal services, content, and features you request;
 - Managing your account and processing transactions, invoices, and payments;
 - Responding to inquiries and communicating with you, including via automated calls or texts;
 - Personalizing your experience by understanding your interests and delivering relevant information;
 - Addressing customer support requests and improving our responses;

- Ensuring platform security by sending verification codes and recognizing previously used devices;
- Operating, troubleshooting, and enhancing our platforms.
- **Marketing:** Send you promotional materials, newsletters, and other relevant communications. This may include marketing SMS messages from us at the phone number you provided during the onboarding process. Your submission to our service constitutes your express written consent to receive SMS messages, including messages containing marketing information, subject to your carrier's message and data rates.
- **Research and Development:** To improve our services and develop new features based on usage trends.
- **Hiring:** To evaluate and process job applications.
- **Compliance and Security:** To comply with legal obligations, protect our rights, and ensure the security of our platforms.
- **Interest-Based Advertising:** To deliver tailored advertisements based on your online activity.

Sharing Your Information

We may share your personal information with:

- **Service Providers:** ML does not share any opt-in data or consent related to text message communications, nor your election to receive SMS messages, with any third-party provider.
- **Other Law Firms or Lawyers:** When necessary for legal representation or case referrals, only with your consent.
- **Authorities and Law Enforcement:** As required by law or to protect our legal interests.
- **Advertising Partners:** For interest-based advertising purposes.
- **Affiliates:** Companies affiliated with us for business purposes.
- **With Your Consent:** In accordance with your specific instructions or consent.

Your Choices

- **Marketing Opt-Out:** You can opt out of receiving marketing communications by contacting us via email to info@magendzolaw.com or following the instructions in our communications.
- **Interest-Based Advertising:** Opt out of targeted ads through industry opt-out mechanisms or by adjusting your device settings. Advertising Preferences: Some of our advertising partners are members of the Network Advertising Initiative (NAI) and follow the Self-Regulatory Principles for Online Behavioral Advertising established by the Digital Advertising Alliance (DAA). To learn more about how these companies collect information and how you can opt-out of receiving interest-based ads from participating NAI and DAA members, you can visit http://www.networkadvertising.org/managing/opt_out.asp or the DAA's opt-out page at optout.aboutads.info. You can also reduce the collection of your data for targeted ads by disabling third-party cookies in your browser settings or using privacy tools, such as plug-ins or ad blockers, that prevent third-party cookies. Additionally, your mobile device settings may allow you to restrict the use of your device's advertising ID for interest-based ads. Opting out of interest-based advertising will not eliminate ads but may reduce their relevance to you. Some of our third-party advertising partners may provide their own opt-out options to limit the use of your information for targeted ads, including services like Google (<https://adssettings.google.com/authenticated>) and Facebook (<https://www.facebook.com/about/ads>). Please note that even after opting out through these mechanisms, you may still receive interest-based ads from other companies.

Security

We take reasonable measures to protect your personal information. However, we cannot guarantee absolute security, especially for information transmitted over the internet or other networks outside our control.

Third-Party Links

Our platforms may contain links to third-party websites or social media features. We do not control these sites and are not responsible for their privacy practices. We encourage you to review their privacy policies before interacting with them.

Do Not Track Requests

We do not respond to "Do Not Track" browser signals. More information about "Do Not Track" at <http://www.allaboutdnt.com>.

International Users

If you access our platforms from outside the United States, please be aware that your information may be transferred to and processed in the U.S. By using our platforms, you consent to this transfer.

Children's Privacy

We do not knowingly collect personal information from children under 16. If you believe we have collected such information, please contact us at info@magendzolaw.com.

Updates to This Policy

We may update this Privacy Policy to reflect changes in our practices or applicable law. Changes will be effective upon posting on our platforms, and your continued use indicates acceptance of those changes.

Contact Us

For any questions or concerns regarding this Privacy Policy, please reach out to us at:

- Email: info@magendzolaw.com
- Phone: 718-873-9470
- Mail: 99 W. Hawthorne Ave., Suite 316, Valley Stream, NY 11580

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