

RBI Corporation

Messaging Privacy Policy

Effective Date: July 16, 2026

RBI Corporation ("we," "us," "our") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how RBI Corporation collects and uses information about you when you opt-in to receive SMS messages from us.

Information We Collect

When you opt-in to receive SMS messages, we collect:

- Your phone number
- Consent to send SMS messages
- Your email address
- Your basic contact information
- Your messaging history

How We Collect Your Information

We may collect your information directly from you, such as when you complete a form or contact us, or automatically, such as when you interact with our website.

How We Use Your Information

We use your information to:

- Send you SMS messages you have opted in to receive for customer care, account notifications, and delivery notifications
- Respond to your inquiries and provide support related to our services
- Notify you of account activity, service updates, or delivery information
- Operate and improve our business communications

You can opt out of receiving SMS messages at any time by replying STOP or UNSUBSCRIBE to any message we send you. You can review our Terms and Conditions for additional information about the opt-out process.

To Whom We Disclose Your Information

We may disclose your information to our affiliated companies; business advisors or consultants who provide services to us; in connection with a merger, acquisition, reorganization, restructuring, financing transaction, or sale of assets; as required by law or administrative order; or to assert or defend against claims.

Your personal information, including your mobile phone number and SMS opt-in data, will NOT be transferred, sold, rented, or shared with external organizations except as strictly necessary to provide our services or to comply with applicable legal obligations. No mobile information will be shared with third parties for marketing or promotional purposes. All text messaging originator opt-in data and

consent will not be shared with any third parties, even with consumer consent.

Protection of Information

We take reasonable steps to protect your information against unauthorized use or disclosure.

Updates

We may periodically update this Privacy Policy. If we make material changes that have a substantive and adverse impact on your privacy, we will provide notice on our website prior to the change becoming effective. We encourage you to periodically review this page for the latest information about our privacy practices.

Contact Information

If you have any questions about our messaging privacy policy or SMS program, please contact us using the contact information provided on this website: <https://www.rbicorp.com/>

- **Email:** customerservice@rbicorp.com
- **Phone:** +1 800-444-7370 or +1 804-550-2210
- **Mailing Address:** RBI Corporation, 10201 Cedar Ridge Drive, Ashland, VA 23005

Consumer Contact Requirement

Consumer contact information for the message sender is included so users have a clear method to ask questions about the messaging privacy policy or SMS program. Please use any of the contact details above to reach RBI Corporation directly.

SMS Terms and Conditions — RBI Corporation

Effective Date: July 16, 2026

By opting in to receive SMS messages from RBI Corporation ("we," "us," "our"), you agree to these Terms and Conditions.

SMS Messaging Service

By providing your phone number and initiating a text conversation with RBI Corporation, you consent to receive SMS text messages from RBI Corporation for customer care messages, account notification messages, and delivery notification messages, such as responding to inquiries, providing support, assisting with service-related questions, account updates, and delivery status notifications.

Message Frequency

Message frequency may vary based on communication needs. On average, 1–2 messages per month. RBI Corporation and carriers are not liable for delays or undelivered messages.

Message and Data Rates

Message and data rates may apply based on your mobile carrier's terms.

Privacy Policy

No mobile information will be shared with third parties for marketing or promotional purposes. All text messaging opt-in data and consent will not be shared with any third parties. You can request a copy of our full Privacy Policy and Terms & Conditions at any time.

Opt-Out Instructions

You can opt out of receiving SMS messages at any time by replying STOP or UNSUBSCRIBE to any message we send you. After opting out, you will receive one final confirmation message.

Help / Customer Support

Reply HELP or INFO for assistance. You may also contact us directly at +1 800-444-7370 or +1 804-550-2210, or email us at customerservice@rbicorp.com.

Liability

RBI Corporation is not responsible for any charges, errors, or delays in SMS delivery or undelivered messages caused by your carrier or third-party service providers.

General

- Consent to receive SMS messages is not a condition of purchase.
- Message frequency may vary. On average, 1–2 messages per month.
- Message and data rates may apply.
- Reply STOP or UNSUBSCRIBE to opt out at any time.
- Reply HELP or INFO for assistance.