Danpack Stock Lookup – SMS Privacy Policy

Effective October 20, 2026

This policy explains how Danvers Industrial Packaging ("Danpack", "we", "us") handles information in connection with the Danpack Stock Lookup text messaging program (the "Program"), an internal service for enrolled Danpack employees. See also the SMS Terms and Conditions.

1. Information we collect

- Your name and mobile phone number, from the enrollment form you complete.
- The content, date and time of text messages you send to the Program and the replies it sends.
- Your opt-in and opt-out records.

2. How we use it

- To confirm that a message comes from an enrolled employee.
- To answer your questions about Danpack items, inventory, orders and customers.
- To keep records of consent and opt-outs.
- To review and improve the accuracy of the Program and to troubleshoot problems.

We do not use your phone number for marketing.

3. Sharing

> **No mobile information will be shared with third parties or affiliates for marketing or promotional purposes.** All of the categories of sharing described in this policy exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

We use service providers only as needed to operate the Program: our text messaging provider delivers messages, and an artificial intelligence service provider processes the text of your questions to prepare replies. These providers act on our behalf and may use the information only to provide their services to us. We may also disclose information when required by law.

4. Message frequency and costs

Messages are sent only in reply to questions you text. Message frequency varies with how many questions you send. Message and data rates may apply.

5. Retention

We keep message logs only as long as needed to operate, troubleshoot and review the Program, and keep opt-in and opt-out records as long as required to show consent.

6. Security

Program data is stored on Danpack-controlled systems, and access is limited to personnel who administer the Program.

7. Your choices

Text **STOP** to (978) 953-8801 at any time to opt out. Text **HELP** for help. To ask about the information we hold about you, contact us using the details below.

8. Changes

We may update this policy. Changes are posted on this page with a new effective date.

9. Contact

Danvers Industrial Packaging (Danpack)
contactus@danpack.com
www.danpack.com