

SMS Privacy Policy

Effective Date: 4/10/2026

Last Updated: 5/18/2026

This SMS Privacy Policy ("SMS Policy") supplements our [Privacy Disclosure](#) and explains how Thomaston Savings Bank ("we," "us," or "our") collects, uses, and protects information when you opt in to receive text (SMS) messages from us.

SMS Program Description

By enrolling in SMS messaging, you may receive text messages from Thomaston Savings Bank related to account alerts, transaction or fraud notifications, security messages, appointment reminders, operational communications, and responses to customer-initiated inquiries. Messaging frequency varies based on account activity and user preferences.

Opt-In & Consent

You will only receive SMS messages if you have affirmatively opted in through account opening, online or mobile banking, web forms, or documented verbal consent. Consent is not a condition of purchase and may be withdrawn at any time.

Opt-Out & Consent

By providing your mobile number and opting in to receive text messages, you consent to receive SMS communications from us. You may opt out of SMS messages at any time by replying STOP to any message. Opting out of text messages does not affect other forms of communication or your relationship with Thomaston Savings Bank.

Use and Disclosure of Mobile Information

We collect mobile phone numbers and related messaging information only for purposes expressly authorized by the customer, such as account alerts, service notifications, and customer support communications.

Mobile information will not be shared with third parties or affiliates for marketing or promotional purposes. We do not sell, rent, lease, or otherwise disclose mobile phone numbers or SMS consent data to non-affiliated third parties for their independent use.



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Limited Sharing for Service Providers

We may share mobile information with trusted service providers solely for the purpose of delivering text message communications on our behalf (such as SMS platform providers or telecommunications vendors). These service providers are contractually required to maintain the confidentiality of mobile information and are prohibited from using it for any purpose other than providing services to us.

No Sale of Mobile Data

No mobile information will be sold to third parties. This includes, but is not limited to, phone numbers, SMS opt-in data, consent records, or messaging metadata.

Fees & Charges

Message and data rates may apply for any messages sent to you from us and to us from you. If you have any questions regarding your text plan or data plan, it is best to contact your wireless provider. Thomaston Savings Bank does not charge a separate SMS fee.

Data Security

To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings. We also maintain other physical, electronic and procedural safeguards to protect this information and we limit access to information to those employees for whom access is appropriate.

Changes to This Policy

We may update this policy periodically. Changes will be posted with a revised effective date.