

# Privacy Policy

*Last updated: August 2026*

This policy describes how Oakridge Claims collects, uses, and protects your personal information.

## Information We Collect

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Oakridge Claims collects personal information voluntarily submitted through intake forms and communications. This may include:

- **Contact Information:** name, email address, phone number, and mailing address.
- **Military Service and Claim Information:** military service history, discharge status, VA file numbers, and information relating to your claim or potential claim.
- **Health and Medical Information:** medical records, physical or mental health conditions, clinical histories, and disability ratings you choose to provide to help us evaluate or prepare your claim.
- **Supporting Documents and Communications:** any other documents or information you submit through consultations, intake forms, or client communications.

## How We Use Your Information

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Information is used to:

- Evaluate eligibility for representation and provide VA disability claims services.
- Prepare and submit documentation in connection with your claim under our accredited authority.
- Communicate with you regarding your case, account, or our services.
- Comply with applicable legal, regulatory, and professional obligations.

## Marketing and Promotional Communications

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If you provide your email address or phone number, we may, where permitted by law, send you educational content, service updates, and marketing or promotional communications about our services.

You may opt out of marketing communications at any time by:

- Clicking the “unsubscribe” link in any marketing email; or
- Replying STOP to any text message (see SMS Terms of Service below); or
- Contacting us directly at [privacy@oakridgeclaims.com](mailto:privacy@oakridgeclaims.com).

Even if you opt out of marketing communications, we will continue to send you non-promotional communications related strictly to your active case, transactions, or ongoing business relationship.

## Document Handling

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Client documents are stored in secure business systems with restricted access. Documents are shared only as necessary for representation or as required by law.

## Data Retention

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We retain personal, health, and claim-related information for as long as reasonably necessary to provide our services, maintain business and legal records, comply with applicable legal and regulatory obligations, resolve disputes, and enforce our agreements. Specific retention periods applicable to your file are described in the welcome materials provided to clients at the start of representation.

## No Sale of Personal Information

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Oakridge Claims does not sell or rent personal information to third parties.

## Children's Privacy

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Our services are directed exclusively to adults, veterans, and their dependents. We do not knowingly collect personal information from children under the age of 13.

## SMS Terms of Service

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By opting in to SMS messages from Oakridge Claims, you agree to receive text messages for customer support, service updates, and other communications related to your account.

You can cancel the SMS service at any time. Just text STOP. After you send the SMS message "STOP" to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, just sign up as you did the first time and we will start sending SMS messages to you again.

If you are experiencing issues with the messaging program, you can reply with the keyword HELP for more assistance.

Carriers are not liable for delayed or undelivered messages.

As always, message and data rates may apply for any messages sent to you from us and to us from you. Message frequency varies. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

## SMS Privacy Policy

Oakridge Claims does not share mobile numbers, text messaging originator opt-in data, or consent with any third parties or affiliates for marketing or promotional purposes.

Mobile information may be shared only with subcontractors and service providers that support the delivery of SMS services, such as messaging platforms, telecommunications providers, or customer support vendors. This information is used solely to provide and operate the messaging service.

All other use case categories exclude text messaging originator opt-in data and consent. This information will not be shared with any third parties.

## Cookies, Analytics & Tracking Technologies

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This website uses only strictly necessary cookies by default. With your explicit consent, we also use Google Analytics 4 to understand aggregate usage of the site. Google Analytics is configured with IP anonymization enabled, Google Signals disabled, and ad personalization disabled.

We implement Google Consent Mode v2 in a deny-by-default posture. No analytics or advertising cookies, identifiers, or pixels are set, and no data is shared with advertising networks, unless you affirmatively grant consent through our cookie banner.

We do not currently deploy session replay, keystroke logging, mouse-movement recording, live chat transcription, or "wiretap"-style monitoring tools. We do not embed third-party advertising pixels on this site by default. If a Meta (Facebook) Pixel is ever provisioned in the future, it will remain disabled until you grant advertising consent through the banner.

You can change your choices at any time using the Your Privacy Choices link in the footer. You can also opt out of Google Analytics across all sites by installing the Google Analytics Opt-out Browser Add-on.

We honor Global Privacy Control (GPC) signals as a valid opt-out of "sale" and "sharing" under the California Consumer Privacy Act, as amended by the California Privacy Rights Act.

## California Privacy Rights (CCPA / CPRA)

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California residents have the right to: (1) know what personal information we collect, use, disclose, and retain; (2) request deletion of personal information; (3) request correction of inaccurate personal information; (4) opt out of the “sale” or “sharing” of personal information for cross-context behavioral advertising; (5) limit use of sensitive personal information; and (6) be free from retaliation for exercising these rights.

We do not sell personal information for monetary consideration, and we do not share personal information for cross-context behavioral advertising. An authorized agent may submit a request on your behalf with proof of authorization. To exercise any of these rights, email [privacy@oakridgeclaims.com](mailto:privacy@oakridgeclaims.com) or call (760) 702-4507. We will respond within 45 days as required by law.

You may also use the Do Not Sell or Share My Personal Information link in the footer to register a “do not sell or share” preference for this browser.

## Third-Party Platforms and Links

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Our communications or website may include links to third-party websites or use third-party tools. We are not responsible for the privacy practices of third-party platforms, and we encourage you to review their respective privacy policies.

## Security

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We use reasonable administrative and technical safeguards to protect personal information. No method of transmission or storage is completely secure, and we cannot guarantee absolute security.

## Changes to This Policy

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This policy may be updated periodically. Continued use of this website following any changes constitutes acceptance of the updated policy.

## Contact Us

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If you have questions about this Privacy Policy, please contact us at [privacy@oakridgeclaims.com](mailto:privacy@oakridgeclaims.com) or (760) 702-4507.