

NCBA Privacy Policy

Last updated: September 2026

Information We Collect

The Nassau Country Bridge Authority, hence known as NCBA, collects information to provide better services to our clients. We collect information in the following ways:

- **Information you give us:** Contact details, company information, and service preferences when you purchase a passage plan/discount or enter into a billing arrangement
- **Information we get from your use of our services:** Network performance data, system logs, and usage analytics to optimize our services
- **Technical information:** IP addresses, device information, and browser details for security and troubleshooting purposes when you are a NCBA vendor/contractor

How We Use Information

We use the information we collect to:

- Provide, maintain, and improve our services
- Process transactions and send related information
- Send technical notices, updates, and support messages
- Respond to comments, questions, and customer service requests
- Monitor and analyze trends, usage, and activities
- Detect, investigate, and prevent fraudulent transactions

Information Sharing

We do not sell, trade, or otherwise transfer your personal information to third parties except in the following circumstances:

- With your explicit consent
- To comply with legal obligations
- To protect our rights and safety

- With trusted service providers who assist in our operations

Data Security

We implement appropriate security measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction. These measures include:

- Encryption of sensitive data in transit and at rest
- Regular security assessments and updates
- Access controls and authentication measures
- Employee training on data protection practices

Your Rights

You have the right to:

- Access your personal information
- Correct inaccurate information
- Request deletion of your information (This also ends any passage plan/discount)
- Object to processing of your information

SMS Terms & Conditions

1. SMS Consent Communication

Information obtained as part of the SMS consent process (including phone numbers) will not be shared with third parties or affiliates for marketing or promotional purposes.

2. Types of SMS Communications

If you have opted in to receive text messages from NCBA you may receive messages regarding:

- Conversations external (The messages will be an alert from our monitoring systems)

Sample Message: *"The walkway temperature is at or exceeds the set limit. Please take proper actions."*

3. SMS consent is not shared with third parties

4. Message Frequency

Message frequency may vary depending on the type of communication and your interactions with us.

- Standard Frequency: You may receive up to 20 SMS messages per week regarding the alert status. The system will repeat until the alert has been dealt with.

5. Potential Fees for SMS Messaging

Standard message and data rates may apply depending on your mobile carrier's pricing plan. These fees apply to both domestic and international messaging where applicable.

6. Opt-In Method

You may opt in to receive SMS communications from NCBA through the following channels:

- You make an email request to NCBA IT Services, requesting you be included on the alert SMS list. Your request will be reviewed and if your duties require being alerted, you will be added to the SMS list.

7. Opt-Out Method

You can cancel or opt out of receiving SMS messages at any time. To opt out, reply STOP to any text message you receive from us. Alternatively, you may contact NCBA IT Services directly to request removal from our messaging list.

8. Help

If you experience any issues or need assistance, reply with the keyword HELP to any message. You can also reach our support team directly at 516-239-6900x136

9. Standard Messaging Disclosures

- Message and data rates may apply.
- Text STOP to opt out at any time.
- Text HELP or visit **www.ncbaabb.com/wp-content/uploads/NCBA-Privacy-policy-9-11-26.pdf** for support.
- Message frequency may vary.

10. By opting into SMS from a web form or other medium, you are agreeing to receive SMS messages from NCBA. This includes SMS messages for conversations (external). Message frequency varies. Message and data rates may apply. See privacy policy at <https://www.ncbaabb.com/wp-content/uploads/Policy-and-Compliance-Manual-2023.pdf>. Message HELP for help. Reply STOP to any message to opt out

Contact Us

If you have any questions about this Privacy Policy, please contact us at:

Email: NCBA_IT_Service@ncbaabb.com

Call: 516-239-6900x136

Address: 160 Beach 2nd Street, Lawrence NY 11559