

# Privacy Policy

Superior Court of California, County of Solano

**Effective Date:** 1/15/2026

The Superior Court of California, County of Solano (“the Court”) is committed to respecting the privacy of individuals who engage with our website, mobile app, and electronic notification systems. This policy outlines how your information is collected, used, and protected when using our digital services, including SMS alerts.

## Information We Collect

We collect only the data necessary to support Court operations and enhance public accessibility:

- Personal Information: Name, case number, contact details (phone, email), appointment data
- Mobile Device Data: Device type, mobile number, OS version, app usage
- SMS Preferences: Notification types selected and opt-in status
- Technical Info: IP address, browser details, access time, device identifiers

## How Information Is Used

Your data may be used for the following official Court purposes:

- Confirm and notify about scheduled court appearances and service requests
- Send SMS appointment reminders, traffic citation updates, or other official alerts
- Improve digital court services (e-filing, payment portals, mobile access)
- Ensure compliance with applicable state mandates and record-keeping guidelines

## Mobile & SMS Notifications

- SMS alerts are optional and provided via the Court’s web-based opt-in form
- Notifications may include updates on hearings, filings, referrals, or other case-related events
- Reply STOP at any time to opt out, or use app settings to manage preferences
- Standard carrier rates may apply based on your mobile plan

## Data Protection

The Court uses reasonable administrative, technical, and physical safeguards to protect your data. However, no digital system is impervious to all risks, and users are encouraged to exercise caution when sharing personal information electronically.

## Disclosure of Information

We do not sell or rent personal data. Information may be disclosed under the following circumstances:

- As required by law, subpoena, or Court order
- To authorized service providers (e.g., Twilio for message delivery) for court-related functions
- For audit or compliance with Judicial Council technology policies

## Your Rights & Choices

- Opt out of SMS at any time by replying STOP or adjusting app settings
- Request corrections to inaccurate information by contacting the Court
- Limit data sharing by refraining from optional services that collect personal info

## Compliance

This policy is aligned with applicable statutes and guidelines including:

- California Consumer Privacy Act (CCPA)
- California Judicial Branch privacy policies
- Federal communications and messaging regulations (FCC, CTIA)

## Contact Us

If you have any questions regarding this Privacy Policy or your interaction with the Court's digital systems:

Email: [courtadministration@solano.courts.ca.gov](mailto:courtadministration@solano.courts.ca.gov)

Phone: (707) 207-7373

Address: Hall of Justice, 600 Union Avenue, Fairfield, CA 94533