

Privacy Policy

Issue Date: June 1, 2026

Revision Date:

Introduction

SolTrans (Solano County Transit) (“we,” “our,” or “us”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you visit our website, use our services, or interact with us.

1) Personal Information We Collect

We may collect the following categories of personal information:

- Name
- Email address
- Phone number
- Mailing address
- Paratransit account information
- Communication preferences
- Information submitted through forms on our website
- Any other information you voluntarily provide

We may also collect certain technical information automatically, such as:

- IP address
- Browser type
- Device information
- Website usage data
- Cookies and similar tracking technologies

2) How We Use Personal Information

We may use your personal information to:

- Provide and manage our services
- Respond to inquiries and customer service requests
- Process transactions
- Send important account notifications
- Deliver public service announcements
- Send marketing and promotional communications (where permitted by law)
- Improve our website, products, and services
- Comply with legal obligations
- Protect against fraud, misuse, or unauthorized access

3) Who We Share Personal Information with

We may share personal information with:

- Service providers who assist in operating our business
- Technology vendors that support our website and communications
- Legal or regulatory authorities when required by law
- Successors in the event of a merger, acquisition, or sale of assets

We do not sell personal information to third parties.

SMS consent is not shared with third parties or affiliates for marketing purposes. SMS consent is not shared with third parties.

4) SMS Communications

If you provide your mobile phone number and consent to receive text messages, we may send you SMS communications related to:

- Public service announcements
- Account notifications
- Service updates
- Marketing communications (where consent has been provided)

You may opt out of SMS communications at any time by replying STOP to any message.

5) Data Security

We implement reasonable administrative, technical, and physical safeguards designed to protect personal information from unauthorized access, use, or disclosure.

6) Your Privacy Rights

Depending on your location, you may have rights regarding your personal information, including the right to:

- Access your information
- Correct inaccurate information
- Request deletion of your information
- Withdraw consent where applicable

To exercise these rights, please contact us using the information below.

7) Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date.

8) Contact Information

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

SolTrans (Solano County Transit)
311 Sacramento Street
Vallejo, CA 94590
(707) 736-6990
SolTrans.org

SMS Terms of Service

By opting into SMS from a web form or other medium, you agree to receive SMS messages from SolTrans. This includes SMS messages for public service announcements, account notifications, or marketing. Message frequency varies. Message and data rates may apply. See privacy policy at: soltrans.org/about/governance-and-policies. Message HELP for help. Reply STOP to any message to opt out.