SMS Terms

Acorn Leads (LGG Plus Ltd) • Last updated: October 2026

These SMS Terms govern the text messaging (SMS) program operated by LGG Plus Ltd (trading as Acorn Leads), a company registered in England and Wales, company number 17121212, registered office 3rd Floor, 86-90 Paul Street, London, EC2A 4NE, United Kingdom. They apply in addition to our Privacy Policy and our Terms of Service.

1. About the program

Acorn Leads sends SMS text messages only to clients who opt in inside the client portal at portal.acornleads.com. The program covers two types of message:

- **Two-factor authentication (2FA)**: one-time security codes used to verify your identity and protect access to your client portal account.
- **Account notifications**: operational alerts about your account, including new lead alerts, billing reminders, and account notices.

We do not send marketing or promotional text messages under this program.

2. How you opt in

You opt in to SMS by enabling SMS notifications in your settings inside the client portal at portal.acornleads.com and providing a valid mobile number. Two-factor authentication codes are sent only when you turn on SMS-based two-factor authentication. Providing consent to receive SMS is not a condition of purchasing any product or service.

3. Message frequency

Message frequency varies and depends on your account activity, for example the number of leads delivered to you and billing events on your account. Two-factor authentication codes are sent each time you sign in using SMS verification.

4. Cost

Message and data rates may apply, depending on your mobile carrier and plan. Acorn Leads does not charge you for SMS messages.

5. Opting out (STOP)

You can opt out at any time by replying STOP to any message, or by turning off SMS notifications in your client portal settings. After you reply STOP we will send a single confirmation message and will then stop sending you SMS. You will continue to receive essential service communications by email. To opt back in, reply START or re-enable SMS in your portal settings.

6. Help (HELP)

For help, reply HELP to any message or contact us at support@acornleads.com. Mobile carriers are not liable for delayed or undelivered messages.

7. Your privacy

We handle your mobile number in accordance with our Privacy Policy. Mobile phone numbers collected for SMS, and your SMS opt-in consent, are never sold or shared with third parties or affiliates for their own marketing or promotional purposes. We share your mobile number only with the messaging providers that help us deliver the messages described above, and only for that purpose.

8. Changes to these terms

We may update these SMS Terms from time to time. The current version is always available at https://acornleads.com/sms-terms.

9. Contact

LGG Plus Ltd (trading as Acorn Leads), a company registered in England and Wales, company number 17121212, registered office 3rd Floor, 86-90 Paul Street, London, EC2A 4NE, United Kingdom. For questions about this program, email support@acornleads.com.