

# PRIVACY POLICY

## Precision Hardscape LLC

Last Updated: February 24, 2025

### 1. INTRODUCTION

Precision Hardscape LLC is committed to protecting the privacy of our customers and visitors. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you interact with our business, including through our website ([precisionhardscapesclt.com](http://precisionhardscapesclt.com)), mobile communications, and services.

### 2. INFORMATION WE COLLECT

We may collect the following types of information:

#### Personal Information:

- Name, email address, and phone number
- Billing and payment information
- Property information related to hardscaping services
- Photos of your property (with your permission)
- Communication preferences

#### Automatically Collected Information:

- Usage details, IP address, browser type
- Cookies and tracking technologies
- Device information

### 3. HOW WE USE YOUR INFORMATION

We use your information for the following purposes:

- To provide, maintain, and improve our services
- To process payments and complete transactions
- To communicate with you about services, promotions, and updates
- To respond to your inquiries and service requests
- To send appointment reminders and service confirmations

- To comply with legal obligations
- To analyze business operations and improve customer experience

## 4. TEXT MESSAGE COMMUNICATIONS

**SMS/MMS Program:** We may send text messages to your mobile phone with your explicit consent for:

- Appointment confirmations and reminders
- Service updates and notifications
- Customer service communications

**Opt-In Consent:** By providing your mobile number and expressly consenting to receive text messages, you are authorizing us to send text communications related to our services. Message frequency varies based on your interaction with our business.

**Opt-Out Procedure:** You may opt out of receiving text messages at any time by:

- Replying "STOP" to any text message you receive from us
- Contacting us directly at +1 (980) 457-0856 or afms489@gmail.com

**Message & Data Rates:** Message and data rates may apply to texts sent by Precision Hardscape LLC. Please contact your wireless carrier for information about your messaging plan.

## 5. INFORMATION SHARING

We may share your information with:

- Service providers and contractors who perform services on our behalf
- Payment processors to complete transactions
- Legal authorities when required by law

We do not sell or rent your personal information to third parties.

## 6. DATA SECURITY

We implement reasonable security measures to protect your personal information from unauthorized access, alteration, or disclosure. However, no method of transmission over the Internet or electronic storage is 100% secure.

## 7. YOUR PRIVACY RIGHTS

You have certain rights regarding your personal information, including:

- The right to access and receive a copy of your personal information
- The right to request correction of inaccurate information
- The right to request deletion of your information in certain circumstances
- The right to opt-out of communications

To exercise these rights, please contact us using the information provided in the "Contact Us" section.

## **8. DATA RETENTION**

We retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, typically for a period of 3 years, unless a longer retention period is required or permitted by law.

## **9. COOKIES AND TRACKING TECHNOLOGIES**

Our website uses cookies and similar tracking technologies to track activity and collect information about how you use our site. We use this information to improve our website and your experience.

We use third-party services such as Google Analytics and Google Search Console that may use cookies or similar technologies to collect information for analytics purposes.

You can control cookies through your browser settings and other tools. However, if you block certain cookies, you may not be able to use all the features of our site.

## **10. CHILDREN'S PRIVACY**

Our services are not directed to individuals under the age of 18. We do not knowingly collect personal information from children. If you believe we have inadvertently collected information from a child, please contact us immediately.

## **11. CHANGES TO THIS PRIVACY POLICY**

We may update this Privacy Policy from time to time. The updated version will be indicated by an updated "Last Updated" date. We will notify you of any changes by sending an email to the email address associated with your account.

## **12. CONTACT US**

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

- Phone: +19804570856
- Email: [afms489@gmail.com](mailto:afms489@gmail.com)
- Website: [precisionhardscapesclt.com](http://precisionhardscapesclt.com)