

****Privacy Policy****

****Effective Date:**** 02/03/2025

Welcome to All About Comfort Heating and Cooling and our website at www.allaboutcomfortheatingandcooling.com. This Privacy Policy describes how we collect, use, and share your personal data, including the ways in which we may use it for telemarketing purposes, in compliance with applicable privacy and telecommunications laws.

****1. Information We Collect****

We collect personal information that allows us to provide and improve our services. The following is a list of the types of personal information we collect:

- ****Personal Information You Provide****: This includes information you provide directly to us, such as your name, address, phone number, email address, and any other details you submit via our website or during communication (e.g., scheduling an appointment, requesting quotes).
- ****Telecommunications Data****: When you contact us by phone, we may record your number for quality control and marketing purposes.
- ****Usage Data****: We collect information about how you use our website, including browsing activity, IP address, and device information, to improve user experience.

****2. How We Use Your Information****

We use your personal data for the following purposes:

- ****Provide Services****: To respond to inquiries, schedule appointments, provide quotes, and deliver our HVAC services.
- ****Marketing and Communications****: To send you marketing communications about our products, services, and promotions that we believe may be of interest to you.
- ****Telemarketing****: If you provide us with your phone number, you may receive promotional calls or messages about our services. We will only contact you if you've opted in to receive such communications.
- ****Improve Our Website and Services****: To analyze website usage, improve user experience, and deliver relevant content.

****3. Consumer Consent for Telemarketing****

By providing us with your contact information, including your phone number, you consent to receive marketing messages and telemarketing calls from us. These communications may include product offers, promotions, or other updates related to our services.

You acknowledge and agree that:

- You have provided consent for us to contact you using your provided phone number for marketing and promotional purposes.
- You may opt out of receiving such communications at any time by following the opt-out instructions in the message or contacting us directly.

**4. How to Opt-Out**

If you no longer wish to receive telemarketing calls, text messages, or marketing emails, you have the following opt-out options:

- ****Phone Calls****: Call us at 816-847-5557 or reply "STOP" to any marketing call.
- ****Text Messages****: Reply "STOP," "CANCEL," or "UNSUBSCRIBE" to any promotional SMS message.
- ****Emails****: Use the unsubscribe link provided in any promotional email you receive from us.
- ****Mailing List Removal****: If you prefer not to receive physical mail, contact us at 816-847-5557.

We will promptly honor any opt-out requests, and we will no longer contact you for marketing purposes once you have opted out.

****5. Sharing Your Information****

We do not sell, rent, or share your personal data with third parties for marketing purposes without your explicit consent. However, we may share your personal data with trusted third-party service providers for the following reasons:

- ****Service Providers****: To assist in the delivery of our services (e.g., HVAC service providers, payment processors).

- **Compliance with Laws**: To comply with legal requirements or protect our rights.
- **Business Transfers**: In the event of a business transaction such as a merger, acquisition, or asset sale.

SMS opt-in or phone numbers for the purpose of SMS are not being shared with any third party or affiliate company for marketing purposes.

All third-party service providers are required to protect your personal data in accordance with this Privacy Policy and applicable law.

6. Data Retention

We will retain your personal data only as long as necessary for the purposes described in this Privacy Policy or as required by law. If you opt-out of receiving marketing communications, we will retain your data to ensure compliance with your preferences but will not contact you for marketing purposes.

7. Data Security

We take reasonable measures to protect your personal information from unauthorized access, alteration, or destruction. Our website uses SSL encryption to secure data transmission. However, please note that no data transmission over the internet is 100% secure, and we cannot guarantee the security of your information.

8. Your Rights

You have the right to access, rectify, or erase your personal data. You can also restrict or object to our processing of your data and request data portability. If you would like to exercise any of these rights, please contact us at 816-847-5557.

Additionally, if you believe that we have violated your rights, you may file a complaint with the relevant supervisory authority.

9. California Consumer Privacy Act (CCPA) Rights (If Applicable):

If you are a resident of California, you have the right to request access to or deletion of your personal data under the California Consumer Privacy Act (CCPA). To make such a request, please contact us at [Insert Contact Information]. You also have the right to opt out of the sale of your personal data (if applicable).

****10. Compliance with TCR Registration and Telecommunications Laws****

We comply with the relevant laws and regulations governing telemarketing and consumer privacy, including:

- ****Telephone Consumer Protection Act (TCPA)****
- ****Do-Not-Call (DNC) Registry****
- ****CAN-SPAM Act**** (for email communications)

We do not engage in unsolicited telemarketing and will honor requests to be placed on our Do-Not-Call list.

****11. Changes to This Privacy Policy****

We may update this Privacy Policy from time to time. Any changes will be reflected on this page with an updated "Effective Date." Please review this Privacy Policy periodically to stay informed about how we are protecting your data.

****12. Contact Us****

If you have any questions or concerns about this Privacy Policy, your rights, or how we handle your personal information, please contact us:

- By phone: 816-847-5557
- By email: allaboutcomfort2011@gmail.com
- By mail: 2123 NW Hedgewood Dr, Grain Valley, MO 64029

****13. Acknowledgment****

By providing us with your personal data, you acknowledge and agree to the terms outlined in this Privacy Policy.