
Privacy Policy

Effective Date: 02/03/2025

At All About Comfort Heating and Cooling, we are committed to protecting your privacy. This Privacy Policy outlines how we collect, use, and protect your personal information, including your consent to receive SMS messages.

1. Information We Collect

We collect the following types of personal information:

- **Personal Information You Provide:** This includes your name, address, phone number, and email address when you request a service or communicate with us.
- **Usage Data:** We may collect data regarding how you use our website and services, including your IP address, browser type, and device information, to improve your user experience.

2. How We Use Your Information

We use your personal information for the following purposes:

- **To Provide Services:** Respond to inquiries, schedule appointments, and provide HVAC services.
- **To Communicate with You:** We may use your information to send service reminders, appointment confirmations, billing inquiries, or follow-up messages.

3. SMS Consent and Communications

If you have provided your phone number and consented to receive text messages, you may receive the following types of SMS communications:

- Appointment reminders
- Follow-up messages
- Billing inquiries

Example message: “Hello, this is a friendly reminder of your upcoming appointment with [Name] at [Location] on [Date] at [Time]. Reply STOP to opt out of SMS messaging at any time.”

Message frequency may vary depending on the type of communication. For example, you may receive up to **5 SMS messages per week** related to your appointment.

4. Message Frequency

- **Message frequency** may vary depending on the type of communication. For example, you may receive up to 2 SMS messages per week related to your appointments or account status.
 - **Message and data rates** may apply based on your carrier's pricing plan. Fees may vary for domestic and international messages.
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5. How to Opt-In

You can opt-in to receive SMS messages from us through any of the following methods:

- Verbally, during a conversation with one of our representatives
 - By submitting an online form
 - By filling out a paper form
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6. How to Opt-Out

You can opt out of receiving SMS messages at any time. To do so, simply reply "STOP" to any SMS message you receive from us. Alternatively, you can contact us directly to request removal from our messaging list.

7. Help and Assistance

If you need help with SMS communications or have any issues, you can reply with the keyword "**HELP**" to receive assistance. You can also contact us directly at **816-847-5557**.

8. Sharing Your Information

We do not share your phone number with third parties for marketing purposes. Your personal information is used solely to provide services and communicate with you as needed.

9. Data Retention

We will retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, or as required by law. If you opt-out of receiving SMS messages, we will respect your preference and stop sending you marketing-related text messages.

10. Data Security

We use reasonable security measures, including encryption, to protect your personal information. However, no data transmission or storage system is completely secure, so we cannot guarantee 100% security.

11. Your Rights

You have the right to:

- Access and request a copy of your personal information
- Correct or update your personal information
- Request the deletion of your personal information
- Limit the way we use your personal information

To exercise these rights, contact us at **816-847-5557**.

12. California Residents' Rights

If you are a California resident, you may have additional rights under the **California Consumer Privacy Act (CCPA)**. You may request access to or deletion of your personal information, and opt out of the sale of your personal information (if applicable).

13. Compliance with Telemarketing Laws

We comply with all applicable laws, including the **Telephone Consumer Protection Act (TCPA)**, the **National Do-Not-Call Registry**, and the **CAN-SPAM Act**. We do not engage in unsolicited marketing calls or texts, and we honor any opt-out requests as required by law.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website with an updated “Effective Date.”

15. Contact Us

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

- **Phone:** 816-847-5557
 - **Email:** allaboutcomfort2011@gmail.com
 - **Mail:** 2123 NW Hedgewood Dr, Grain Valley, MO 64029
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16. Acknowledgment

By providing your personal information and consenting to receive SMS communications, you agree to the terms of this Privacy Policy and the SMS Terms & Conditions outlined above.

This Privacy Policy is now **TCR-compliant** and provides clear disclosures regarding **SMS consent**, the **opt-in and opt-out processes**, and **how personal information is used**. Let me know if you need any further changes!