

Privacy Policy

Effective Date: June 5, 2026

Red Oak Plumbing Co.

(Replace with your legal business name if different)

At Red Oak Plumbing Co. (“Company,” “we,” “our,” or “us”), we respect your privacy and are committed to protecting the personal information you provide to us.

This Privacy Policy explains what information we collect, how we use it, and your rights regarding that information.

Information We Collect

We may collect the following information when you contact us, request services, submit forms, or interact with our website:

Personal Information

- Name
- Address
- Email address
- Phone number
- Property information related to requested services

Service Information

- Plumbing service requests
- Inspection reports
- Estimates and invoices
- Photos related to service work

Payment Information

Payments may be processed through third-party payment providers. We do not store full credit card information on our systems.

Website Information

When you visit our website, we may automatically collect:

- IP address
- Browser type
- Device information
- Website usage data
- Cookies and analytics information

How We Use Your Information

We use collected information to:

- Schedule and perform services
- Provide estimates and invoices
- Communicate regarding appointments
- Process payments
- Improve customer service
- Respond to inquiries
- Maintain business records
- Comply with legal obligations
- Send service reminders and maintenance notifications

Text Messages and Communications

By providing your phone number, you consent to receive service-related calls, emails, and text messages regarding appointments, estimates, invoices, and customer support.

You may opt out of marketing communications at any time by contacting us.

Sharing of Information

We do not sell customer information.

We may share information with:

- Payment processors
- Accounting providers
- Scheduling software providers
- Website hosting providers
- Legal authorities when required by law

These third parties are only provided information necessary to perform services on our behalf.

Data Security

We take reasonable administrative, technical, and physical measures to protect personal information from unauthorized access, disclosure, or misuse.

However, no method of transmission or storage is completely secure, and we cannot guarantee absolute security.

Cookies and Tracking Technologies

Our website may use cookies and similar technologies to improve functionality and analyze website traffic.

You may disable cookies through your browser settings, although some website features may not function properly.

Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites.

Data Retention

We retain customer records for as long as necessary to:

- Provide services
- Maintain warranty records
- Comply with tax and legal obligations
- Resolve disputes

Your Rights

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

- Request access to your information
- Request correction of inaccurate information
- Request deletion of certain information
- Request information regarding how your data is used

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

Children's Privacy

Our services are not directed toward individuals under the age of 18, and we do not knowingly collect personal information from children.

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.