

Privacy Policy

Effective Date: June 5, 2026

Red Oak Plumbing Co. (“Company,” “we,” “our,” or “us”) respects your privacy and is committed to protecting the personal information you provide to us. This Privacy Policy explains what information we collect, how we use and share it, and your rights regarding that information. It also contains the terms and conditions applicable to our SMS messaging program.

Information We Collect

We may collect information when you contact us, request services, submit forms, sign up for SMS communications, or otherwise interact with our website or business.

Personal Information

We may collect:

- Name
- Mailing or service address
- Email address
- Mobile or other phone number
- Property information related to requested services

Information may be collected through our website contact forms, email communications, service agreements, scheduling systems, or third-party service and reservation systems.

Service Information

We may collect information related to services we provide, including:

- Plumbing service requests
- Inspection reports
- Estimates and invoices
- Photos related to service work
- Appointment and scheduling information
- Customer support communications

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 may use collected information to:

- Schedule and perform services
- Provide estimates and invoices
- Communicate regarding appointments and service requests
- Process payments
- Provide customer support
- Respond to inquiries
- Send service reminders and maintenance notifications
- Send SMS messages you have consented to receive
- Send promotional offers, discounts, or information about our products and services when permitted by your consent and applicable law
- Improve our website and customer service
- Maintain business records
- Comply with legal obligations

SMS Messaging Program

By opting into Red Oak Plumbing Co.'s SMS messaging service, you agree to the SMS terms described in this policy.

SMS Data Collection

When you sign up for SMS communications, we may collect your name, email address, mailing or service address, and mobile phone number.

This information may be collected through website forms, email, service agreements, scheduling systems, or third-party service systems.

SMS Data Usage

We use your information to send messages related to your interactions with Red Oak Plumbing Co. Depending on the consent you provide, messages may include:

- Responses to customer questions and requests
- Appointment confirmations and reminders
- Service scheduling and updates
- Estimates and invoice notifications
- Customer support communications
- Service and maintenance reminders
- Promotional offers or discounts
- Information about Red Oak Plumbing Co. products and services

Message Frequency and Charges

Messages are recurring, and message frequency varies based on your interactions and communication needs.

MESSAGE AND DATA RATES MAY APPLY. Your mobile carrier may charge fees for sending or receiving text messages, particularly if your wireless plan does not include unlimited text messaging or data.

If you have questions regarding your text or data plan, contact your wireless provider.

SMS Opt-Out

You may cancel SMS communications at any time by replying **STOP** or **UNSUBSCRIBE** to the phone number from which you received messages.

After you send a STOP request, we will send a final SMS confirming that you have been unsubscribed. We will remove your number from our SMS messaging list within 24 hours. After this, you will no longer receive SMS messages from us unless you subsequently opt in again.

You may also request to opt out by contacting us at:

Phone: (865) 346-3700

Email: justin@redoaksplumbing.com

If you want to join the SMS program again after opting out, you may sign up again using the same method you used initially.

SMS Help

If you are experiencing issues with our messaging program or need additional assistance, reply **HELP** to the phone number from which you received messages.

You may also contact us directly at:

Phone: (865) 346-3700

Email: justin@redoaksplumbing.com

A HELP response may include our phone number, email address, and website information so you can contact us directly.

Carrier Non-Liability

Wireless carriers are not liable for delayed or undelivered messages.

SMS Data Security

We use reasonable administrative, technical, and physical safeguards designed to protect information collected through our SMS program from unauthorized access, disclosure, alteration, or misuse.

SMS Data Retention

We retain information associated with our SMS messaging program for as long as reasonably necessary to provide the messaging service, maintain business records, comply with legal obligations, or until you request deletion where applicable.

You may request deletion of your personal information by contacting us using the information provided in this policy.

SMS Non-Sharing Clause

Mobile information will not be shared with third parties or affiliates for their marketing or promotional purposes.

All categories of information sharing described in this Privacy Policy exclude text messaging originator opt-in data and consent. SMS opt-in information and consent will not be shared with third parties or affiliates for their own marketing or promotional purposes.

Information may be shared with subcontractors and service providers that support our business operations and messaging services, such as customer service providers and technology vendors, when necessary to provide services on our behalf.

Sharing of Information

We do not sell customer personal information.

We may share information with service providers that assist us in operating our business, including:

- Payment processors
- Accounting providers
- Scheduling software providers
- Customer service providers
- SMS and communications service providers
- Website hosting providers
- Other technology and business service providers
- Legal or governmental authorities when required by law

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

Mobile information, SMS opt-in data, and SMS consent will not be shared with third parties or affiliates for their own marketing or promotional purposes.

Data Security

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

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

Cookies and Tracking Technologies

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

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

Third-Party Links

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

Data Retention

We retain customer records for as long as reasonably necessary to:

- Provide requested services
- Maintain warranty and service records
- Maintain SMS subscription records

- Comply with tax, accounting, and legal obligations
- Resolve disputes
- Enforce agreements

Your Rights

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

- Request access to your personal information
- Request correction of inaccurate information
- Request deletion of certain personal information
- Request information regarding how your data is collected, used, or disclosed

To exercise these rights, contact us using the information provided 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 and SMS Terms

We may update this Privacy Policy and SMS Messaging Terms and Conditions from time to time. Any changes will be posted on this page with an updated effective date.

Your continued participation in our SMS messaging program is subject to the then-current terms and applicable law.

Contact Us

For questions regarding this Privacy Policy, your personal information, or our SMS messaging program, contact:

Red Oak Plumbing Co.

Phone: (865) 346-3700

Email: justin@redoaksplumbing.com