

JOE COOL REFRIGERATION, LLC

PRIVACY POLICY

Messaging Privacy Policy

Effective Date: Jan 01, 2025

Joe Cool Refrigeration, LLC ("we," "us," "our") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how Joe Cool Refrigeration, LLC collects and uses information about you when you opt-in to receive SMS messages from us.

Information We Collect:

When you opt-in to receive SMS messages, we collect:

- Your phone number
- Consent to send SMS messages
- Your email address
- Your basic contact information
- Your messaging history
- Details of job location and system information in relation to work
- Any information deemed necessary to complete job
- Any information useful in the collections process

How We Collect Your Information

We may collect your information directly from you, such as when you complete a form or contact us or automatically, such as when you interact with our website.

How We Use Your Information

We use your information to:

- Send you the SMS messages you've opted in to receive
- Provide updates or other relevant content based on your preferences
- Choices and Controls
- To operate our business

You can opt out of receiving SMS messages at any time by replying STOP to any message we send you. You can review our Terms found at joecoolrav.com/terms-and-conditions for additional information about the opt-out process.

Data Security

We protect your data with secure storage measures to prevent unauthorized access.

Data Retention

We retain your information as long as you are subscribed to our SMS service. You may request deletion at any time.

MESSAGE AND DATA RATES MAY APPLY. Your mobile carrier may charge fees for sending or receiving text messages, especially if you do not have an unlimited texting or data plan. Messages are recurring, and message frequency varies.

Non sharing Clause

We do not share your data with third parties for marketing purposes. Joe Cool Refrigeration, LLC will not sell, rent, or share the collected mobile numbers.

Protection of Information

We take steps to protect your information against unauthorized use or disclosure.

Updates

We may periodically update this privacy policy. If we make material changes that have a substantive and adverse impact on your privacy, we will provide notice on this website prior to the change becoming effective. We encourage you to periodically review this page for the latest information about our privacy practices.

How to Contact Us

We are committed to protecting your privacy. If you have any questions or concerns regarding your personal data or this privacy policy, you may contact us at:

Email: info@joecoolrav.com

Phone: (772)212-0522

Your data will not be transferred to external organizations under any circumstances.

You can also reach us by texting the word HELP for support to (772)212-0522.

Contact Joe Cool Refrigeration, LLC at (772)212-0523 or info@joecoolrav.com for HELP or to STOP receiving messages.

Opt-Out: You can opt out of the SMS list at anytime by texting, emailing, or replying STOP or UNSUBSCRIBE to info@joecoolrav.com or (772)212-0522. After unsubscribing, you will receive a final SMS to confirm you have unsubscribed and we will remove your number from our list within 24 hours.

You can send HELP for additional assistance, and you will receive a text including our Phone number, email and website. We are here to help you.