OKLAHOMA TERMITE SPECIALIST, INC.

405-330-5030 | info@oktermite.com | oktermite.com

14843 Bristol Park Blvd, Edmond, OK 73013 | License # C-4573

Privacy Policy

Protecting the personal information you provide when visiting our website, requesting services, scheduling appointments, making payments, or communicating with our office.

This Privacy Policy explains how we collect, use, store, and share information in connection with our website and business services.

1. INFORMATION WE COLLECT

We may collect the following information when you contact us, request services, or use our website:

- **Personal Information:** Name, telephone number, email address, billing address, and service address.
- **Property Information:** Property details, square footage, access instructions, and information relevant to inspections or treatments.
- **Appointment Information:** Scheduling requests, appointment dates, service history, and technician notes.
- **Billing Information:** Invoices, payment history, transaction details, and payment preferences.
- **Real Estate Information:** Buyer, seller, and real estate agent contact information, property details, and closing information when applicable.
- **Communication Records:** Emails, text messages, customer inquiries, and support requests.
- **SMS Consent Records:** Mobile telephone number, consent status, and the date and time of SMS enrollment.

Our website and service providers may also collect certain technical information, such as browser type, device information, IP address, and website usage data.

2. HOW WE USE YOUR INFORMATION

OTS uses customer information for legitimate business purposes, including:

- Scheduling and confirming appointments.
- Providing termite inspections, treatments, pest control, and wildlife services.
- Sending appointment reminders and service notifications.
- Preparing estimates, invoices, inspection reports, and warranty documentation.
- Processing payments and maintaining billing records.
- Managing customer accounts and service histories.
- Responding to inquiries and providing customer support.
- Communicating information about existing services, warranties, and renewals.
- Maintaining accurate business records and complying with applicable legal requirements.

We use personal information only for purposes reasonably related to our business operations and services, or as otherwise permitted by law.

3. SMS/TEXT MESSAGING PRIVACY

When you opt in to receive text messages from **Oklahoma Termite Specialist, Inc.**, we collect your name, mobile telephone number, and consent to receive SMS communications, including the date and time consent was provided.

We use this information to send the messages you agreed to receive, which may include:

- Appointment reminders and confirmations.
- Scheduling and booking updates.
- Payment reminders and billing notifications.
- Account and service updates.
- Customer support responses.

SMS Privacy Commitment

Oklahoma Termite Specialist, Inc. will **not share, sell, or rent your mobile telephone number, SMS opt-in information, or SMS consent with third parties or affiliates for marketing or promotional purposes.**

We may use service providers to deliver authorized messages on our behalf, subject to appropriate privacy and confidentiality requirements.

Message Frequency: Message frequency varies depending on your appointments, services, and account activity.

Message & Data Rates: Message and data rates may apply.

Opt-Out: Reply **STOP** at any time to unsubscribe from text messages.

Help: Reply **HELP** for assistance, or contact our office at **405-330-5030** or **info@oktermite.com**.

Consent to receive text messages is not a condition of purchasing our services.

4. EMAIL COMMUNICATIONS

We may use your email address to send appointment information, service documentation, estimates, invoices, account updates, and responses to customer inquiries.

Customers may contact our office to update their communication preferences.

Marketing emails, if used, will be handled according to applicable consent and unsubscribe requirements.

5. PAYMENT INFORMATION & SECURITY

OTS may use authorized third-party payment processors to securely process customer payments.

Payment information is handled through the applicable payment-processing systems and subject to their security practices.

We may maintain transaction records, payment confirmations, invoice details, and limited payment-method information necessary for billing and account management.

We do not intentionally request that customers submit complete payment card details through unsecured website forms or ordinary email.

6. SHARING OF PERSONAL INFORMATION

OTS does not sell or rent customer personal information.

We may share limited information with authorized service providers when reasonably necessary to operate our business, including providers assisting with:

- Appointment scheduling and customer account management.
- Payment processing and billing.
- Website hosting and online forms.
- Email and text message delivery.
- Business recordkeeping and technical support.

These providers are permitted to use information only as necessary to perform their authorized services, subject to their applicable agreements and legal obligations.

We may also disclose information when required by law, legal process, or a valid governmental request.

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

7. WEBSITE FORMS & ONLINE APPOINTMENT REQUESTS

When you submit a form through our website, we collect the information you voluntarily provide.

This information may be used to contact you, answer questions, provide estimates, and schedule requested services.

Submitting an appointment request does not guarantee an appointment. Our office will contact you to confirm availability or offer alternative scheduling options.

Providing a telephone number through a website form does not automatically constitute consent to receive optional SMS communications. SMS consent is obtained separately when required.

8. COOKIES & WEBSITE TECHNOLOGY

Our website and third-party service providers may use cookies or similar technologies to support website functionality, improve user experience, maintain security, and understand website activity.

Certain browser settings may allow visitors to limit or disable cookies.

Disabling cookies may affect some website features or functionality.

9. DATA SECURITY

OTS takes reasonable administrative, technical, and organizational precautions designed to protect customer information from unauthorized access, disclosure, alteration, or misuse.

Access to customer information is limited to authorized personnel and service providers with a legitimate business need.

Although we take reasonable precautions, no electronic transmission or storage system can be guaranteed completely secure.

10. INFORMATION RETENTION

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

- Provide requested services.
- Maintain inspection and treatment records.
- Administer warranties and recurring service programs.
- Manage billing and payment records.
- Comply with applicable legal and regulatory obligations.
- Resolve disputes and maintain business records.

Information that is no longer required may be deleted, archived, or otherwise handled according to applicable retention requirements.

11. CUSTOMER PRIVACY RIGHTS & REQUESTS

Customers may contact our office to:

- Request corrections to inaccurate contact information.
- Update communication preferences.
- Request information about personal data maintained in their account.
- Request deletion of certain personal information, subject to applicable legal and record-keeping obligations.
- Withdraw consent to optional text messaging communications.

We will review privacy-related requests and respond as required by applicable law.

12. THIRD-PARTY WEBSITES & SERVICES

Our website may contain links to third-party websites or services.

These third parties may maintain independent privacy policies and information-handling practices.

We encourage customers to review the privacy policies of any external websites or services they use.

13. CHILDREN'S PRIVACY

Our website and services are intended for individuals seeking residential, commercial, or real estate pest management services.

We do not knowingly collect personal information directly from children under the age of 13 through our website.

If we become aware that such information has been collected without appropriate authorization, we will take reasonable steps to address the situation in accordance with applicable law.

14. CHANGES TO THIS PRIVACY POLICY

OTS may update this Privacy Policy periodically to reflect changes in our business operations, website functionality, service providers, or applicable legal requirements.

Any updates will be published on our website with a revised effective date.

15. CONTACT INFORMATION

If you have questions about this Privacy Policy, our information-handling practices, or your communication preferences, please contact:

Oklahoma Termite Specialist, Inc.
14843 Bristol Park Blvd.
Edmond, OK 73013
Phone: 405-330-5030
Email: info@oktermite.com