

# PRIVACY POLICY

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This Privacy Notice for Reno Restorations ("we," "us," or "our") describes how and why we might access, collect, store, use, and/or share ("process") your personal information when you use our services ("Services"), including when you:

- Visit our website at <https://renorestorations.com/> or any website of ours that links to this Privacy Notice
- Engage with us in other related ways, including any marketing or events

**Questions or concerns?** Reading this Privacy Notice will help you understand your privacy rights and choices. We are responsible for making decisions about how your personal information is processed. If you do not agree with our policies and practices, please do not use our Services. If you still have any questions or concerns, please contact us at [Info@renorestorations.com](mailto:Info@renorestorations.com).

## SUMMARY OF KEY POINTS

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- **What personal information do we process?** When you visit, use, or navigate our Services, we may process personal information depending on how you interact with us and the Services, the choices you make, and the products and features you use.
- **Do we process any sensitive personal information?** We do not process sensitive personal information.
- **Do we collect any information from third parties?** We do not collect any information from third parties.
- **How do we process your information?** We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law.
- **In what situations and with which parties do we share personal information?** We may share information in specific situations and with specific third parties.
- **How do we keep your information safe?** We have adequate organizational and technical processes and procedures in place to protect your personal information.
- **What are your rights?** Depending on where you are located geographically, the applicable privacy law may mean you have certain rights regarding your personal information.

- **How do you exercise your rights?** The easiest way to exercise your rights is by submitting a data subject access request or by contacting us.

## TABLE OF CONTENTS

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- 1. WHAT INFORMATION DO WE COLLECT?
- 2. HOW DO WE PROCESS YOUR INFORMATION?
- 3. WHEN AND WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?
- 4. DO WE USE COOKIES AND OTHER TRACKING TECHNOLOGIES?
- 5. HOW DO WE HANDLE YOUR SOCIAL LOGINS?
- 6. HOW LONG DO WE KEEP YOUR INFORMATION?
- 7. HOW DO WE KEEP YOUR INFORMATION SAFE?
- 8. DO WE COLLECT INFORMATION FROM MINORS?
- 9. WHAT ARE YOUR PRIVACY RIGHTS?
- 10. CONTROLS FOR DO-NOT-TRACK FEATURES
- 11. DO UNITED STATES RESIDENTS HAVE SPECIFIC PRIVACY RIGHTS?
- 12. DO WE MAKE UPDATES TO THIS NOTICE?
- 13. HOW CAN YOU CONTACT US ABOUT THIS NOTICE?
- 14. HOW CAN YOU REVIEW, UPDATE, OR DELETE THE DATA WE COLLECT FROM YOU?

# 1. WHAT INFORMATION DO WE COLLECT?

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## **Personal information you disclose to us**

*In Short: We collect personal information that you provide to us.*

We collect personal information that you voluntarily provide to us when you express an interest in obtaining information about us or our products and Services, when you participate in activities on the Services, or otherwise when you contact us.

**Personal Information Provided by You.** The personal information we collect may include the following:

- Names
- Phone numbers
- Email addresses
- Mailing addresses
- Contact preferences
- Contact or authentication data
- Billing addresses
- Debit/credit card numbers
- Job titles

**Sensitive Information.** We do not process sensitive information.

**Social Media Login Data.** We may provide you with the option to register with us using your existing social media account details, like your Facebook, X, or other social media account.

## **Information automatically collected**

*In Short: Some information — such as your Internet Protocol (IP) address and/or browser and device characteristics — is collected automatically when you visit our Services.*

We automatically collect certain information when you visit, use, or navigate the Services. This information does not reveal your specific identity but may include device and usage information, such as your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, and other technical information.

The information we collect includes:

- **Log and Usage Data.** Service-related, diagnostic, usage, and performance information our servers automatically collect when you access or use our Services.

- **Device Data.** We collect device data such as information about your computer, phone, tablet, or other device you use to access the Services.
- **Location Data.** We collect location data such as information about your device's location, which can be either precise or imprecise.

## 2. HOW DO WE PROCESS YOUR INFORMATION?

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*In Short: We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law.*

**We process your personal information for a variety of reasons, including:**

- **To deliver and facilitate delivery of services to the user.** We may process your information to provide you with the requested service.
- **To respond to user inquiries/offer support to users.** We may process your information to respond to your inquiries and solve any potential issues.
- **To send administrative information to you.** We may process your information to send you details about our products and services, changes to our terms and policies.
- **To fulfill and manage your orders.** We may process your information to fulfill and manage your orders, payments, returns, and exchanges.
- **To request feedback.** We may process your information when necessary to request feedback and to contact you about your use of our Services.
- **To send you marketing and promotional communications.** We may process the personal information you send to us for our marketing purposes.
- **To deliver targeted advertising to you.** We may process your information to develop and display personalized content and advertising tailored to your interests.
- **To post testimonials.** We post testimonials on our Services that may contain personal information.
- **To protect our Services.** We may process your information as part of our efforts to keep our Services safe and secure.
- **To evaluate and improve our Services.** We may process your information to identify usage trends and determine the effectiveness of our promotional campaigns.
- **To comply with our legal obligations.** We may process your information to comply with our legal obligations, respond to legal requests, and exercise our legal rights.

### 3. WHEN AND WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?

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*In Short: We may share information in specific situations described in this section and/or with the following third parties.*

We may need to share your personal information in the following situations:

- **Business Transfers.** We may share or transfer your information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.

### 4. DO WE USE COOKIES AND OTHER TRACKING TECHNOLOGIES?

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*In Short: We may use cookies and other tracking technologies to collect and store your information.*

We may use cookies and similar tracking technologies (like web beacons and pixels) to gather information when you interact with our Services. Some online tracking technologies help us maintain the security of our Services, prevent crashes, fix bugs, save your preferences, and assist with basic site functions.

We also permit third parties and service providers to use online tracking technologies on our Services for analytics and advertising, including to help manage and display advertisements, to tailor advertisements to your interests.

#### **Google Analytics**

We may share your information with Google Analytics to track and analyze the use of the Services. To opt out of being tracked by Google Analytics across the Services, visit <https://tools.google.com/dlpage/gaoptout>.

### 5. HOW DO WE HANDLE YOUR SOCIAL LOGINS?

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*In Short: If you choose to register or log in to our Services using a social media account, we may have access to certain information about you.*

Our Services offer you the ability to register and log in using your third-party social media account details. Where you choose to do this, we will receive certain profile information about you from your social media provider, including your name, email address, friends list, and profile

picture.

## **6. HOW LONG DO WE KEEP YOUR INFORMATION?**

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*In Short: We keep your information for as long as necessary to fulfill the purposes outlined in this Privacy Notice unless otherwise required by law.*

We will only keep your personal information for as long as it is necessary for the purposes set out in this Privacy Notice, unless a longer retention period is required or permitted by law (such as tax, accounting, or other legal requirements). When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymize such information.

## **7. HOW DO WE KEEP YOUR INFORMATION SAFE?**

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*In Short: We aim to protect your personal information through a system of organizational and technical security measures.*

We have implemented appropriate and reasonable technical and organizational security measures designed to protect the security of any personal information we process. However, despite our safeguards and efforts to secure your information, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure. You should only access the Services within a secure environment.

## **8. DO WE COLLECT INFORMATION FROM MINORS?**

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*In Short: We do not knowingly collect data from or market to children under 18 years of age.*

We do not knowingly collect, solicit data from, or market to children under 18 years of age, nor do we knowingly sell such personal information. By using the Services, you represent that you are at least 18 or that you are the parent or guardian of such a minor. If you become aware of any data we may have collected from children under age 18, please contact us at [info@renorestorations.com](mailto:info@renorestorations.com).

## 9. WHAT ARE YOUR PRIVACY RIGHTS?

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*In Short: You may review, change, or terminate your account at any time, depending on your country, province, or state of residence.*

**Withdrawing your consent:** If we are relying on your consent to process your personal information, you have the right to withdraw your consent at any time by contacting us using the contact details provided in this notice.

**Opting out of marketing and promotional communications:** You can unsubscribe from our marketing and promotional communications at any time by replying "STOP" or "UNSUBSCRIBE" to the SMS messages that we send, or by contacting us using the details provided below.

**Important note on mobile information:** No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. All other use case categories exclude text messaging originator opt-in data and consent; this information will not be shared with third parties.

## 10. CONTROLS FOR DO-NOT-TRACK FEATURES

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Most web browsers and some mobile operating systems and mobile applications include a Do-Not-Track ("DNT") feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected. At this stage, no uniform technology standard for recognizing and implementing DNT signals has been finalized. As such, we do not currently respond to DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online.

## 11. DO UNITED STATES RESIDENTS HAVE SPECIFIC PRIVACY RIGHTS?

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*In Short: If you are a resident of California, Colorado, Connecticut, Delaware, Florida, Indiana, Iowa, Kentucky, Maryland, Minnesota, Montana, Nebraska, New Hampshire, New Jersey, Oregon, Rhode Island, Tennessee, Texas, Utah, or Virginia, you may have the right to request access to and receive details about the personal information we maintain about you.*

### Your Rights

You have rights under certain US state data protection laws. These rights include:

- Right to know whether or not we are processing your personal data

- Right to access your personal data
- Right to correct inaccuracies in your personal data
- Right to request the deletion of your personal data
- Right to obtain a copy of the personal data you previously shared with us
- Right to non-discrimination for exercising your rights
- Right to opt out of the processing of your personal data if it is used for targeted advertising

## **How to Exercise Your Rights**

To exercise these rights, you can contact us by submitting a data subject access request, by emailing us at [info@renorestorations.com](mailto:info@renorestorations.com), or by visiting <https://renorestorations.com/contact-us-1>.

We have not disclosed, sold, or shared any personal information to third parties for a business or commercial purpose in the preceding twelve (12) months. We will not sell or share personal information in the future belonging to website visitors, users, and other consumers.

## **12. DO WE MAKE UPDATES TO THIS NOTICE?**

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*In Short: Yes, we will update this notice as necessary to stay compliant with relevant laws.*

We may update this Privacy Notice from time to time. The updated version will be indicated by an updated "Revised" date at the top of this Privacy Notice. If we make material changes to this Privacy Notice, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification. We encourage you to review this Privacy Notice frequently to be informed of how we are protecting your information.

## **13. HOW CAN YOU CONTACT US ABOUT THIS NOTICE?**

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If you have questions or comments about this notice, you may email us at [info@renorestorations.com](mailto:info@renorestorations.com) or contact us by post at:

### **Reno Restorations**

5944 Cedar Fern Court

Columbia, MD 21044

United States

## 14. HOW CAN YOU REVIEW, UPDATE, OR DELETE THE DATA WE COLLECT FROM YOU?

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You have the right to request access to the personal information we collect from you, details about how we have processed it, correct inaccuracies, or delete your personal information. You may also have the right to withdraw your consent to our processing of your personal information. To request to review, update, or delete your personal information, please fill out and submit a data subject access request or contact us at [info@renorestorations.com](mailto:info@renorestorations.com).

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