



Privacy Disclosure Statement

Effective Date: 12/31/2020

Last Updated: 12/31/2024

North Texas Restoration (“Company,” “we,” “us,” or “our”) is committed to protecting the privacy of our clients, website visitors, and all individuals who interact with us. This Privacy Disclosure outlines how we collect, use, disclose, and safeguard your information. This policy is intended to comply with applicable privacy laws in the State of Texas and the United States, including but not limited to the Texas Business and Commerce Code, the Gramm-Leach-Bliley Act (GLBA), and other relevant federal and state privacy laws.

1. Information We Collect

We collect both personal and non-personal information to provide services, enhance our website functionality, and fulfill our legal obligations. The types of information we collect include:

1.1 Personal Information

Personal information may include, but is not limited to:

- Name
- Address
- Email Address
- Phone Number
- Insurance Policy Information
- Claim Numbers
- Payment Information (e.g., credit card or bank details)
- Any other information provided during service inquiries or transactions

1.2 Non-Personal Information

Non-personal information may include:

- IP address
- Browser type and version
- Operating system
- Referring website URLs
- Pages viewed on our site
- Time and date of visits
- Analytics and tracking data collected via cookies and similar technologies

1.3 Sensitive Information

We may collect sensitive information related to property damage, insurance claims, or other personal circumstances only as necessary to provide our services. This information is handled with heightened care and confidentiality.

2. How We Use Your Information

We use the information collected for purposes including but not limited to:

- Providing restoration and mitigation services
 - Processing insurance claims
 - Communicating with clients about their projects
 - Complying with legal obligations
 - Improving our website functionality and user experience
 - Conducting marketing, promotional, and informational campaigns (with prior consent where required)
 - Preventing fraud, unauthorized access, or illegal activity
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3. Information Sharing and Disclosure

We do not sell or rent your personal information. However, we may share your information with the following parties under strict conditions:



3.1 Service Providers and Contractors

We may share information with third-party service providers to perform business operations on our behalf, such as:

- Pack-out and storage services
- IT support and website hosting
- Payment processors
- Insurance adjusters or carriers involved in claims

3.2 Legal Compliance and Safety

We may disclose information to:

- Comply with applicable laws, regulations, or legal processes
- Respond to subpoenas, court orders, or government requests
- Protect the safety, rights, or property of our company, clients, or the public

3.3 Business Transfers

In the event of a merger, acquisition, or sale of assets, personal information may be transferred as part of the transaction.

4. Data Security

We employ industry-standard measures to safeguard your information, including:

- Encryption for sensitive data
- Secure access protocols
- Regular security audits
- Firewalls and anti-virus software
- Limited access to personal information on a need-to-know basis

While we take every precaution, no system is entirely foolproof, and we cannot guarantee the absolute security of your data.

5. Your Privacy Rights

5.1 Rights Under Texas Law

Under Texas and federal laws, you have the right to:

- Request access to personal information we have collected about you
- Request correction of inaccurate or incomplete information
- Request deletion of your personal data, subject to certain exceptions
- Opt-out of receiving marketing communications

To exercise these rights, contact us at: info@NTResto.net

5.2 Rights of California Residents

If you are a California resident, additional rights under the California Consumer Privacy Act (CCPA) may apply. Please contact us for a detailed description of these rights.

6. Cookies and Tracking Technologies

We use cookies and similar technologies to:

- Enhance website functionality
- Analyze traffic patterns
- Store user preferences

You may disable cookies in your browser settings, but doing so may limit certain website features.

7. Data Retention

We retain personal information only as long as necessary to fulfill the purposes outlined in this policy, comply with legal obligations, and resolve disputes. When information is no longer required, we securely delete or anonymize it.



8. Minors' Privacy

Our services and website are not intended for individuals under the age of 18. We do not knowingly collect personal information from minors. If you believe a minor has provided us with information, please contact us, and we will take appropriate action to delete it.

9. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these websites. We encourage users to review the privacy policies of third-party sites they visit.

10. Changes to This Privacy Policy

We reserve the right to update this Privacy Disclosure at any time to reflect changes in our practices or applicable laws. We will notify you of significant changes by updating the "Last Updated" date and, where required by law, providing additional notice.

11. Contact Us

If you have questions or concerns about this Privacy Disclosure, please contact us at:

North Texas Restoration

6060 North Central Expressway
Suite 500
Dallas, TX 75206
469-421-7939

Acknowledgment

By using our website or services, you acknowledge that you have read and understood this Privacy Disclosure and consent to the practices described herein.