

# Privacy Policy

**Updated:** [02-2026]

Welcome to Conroe Hay Sales (“Company,” “we,” “our,” or “us”). We respect your privacy and are committed to protecting any personal information you provide while visiting our website.

This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website.

## 1. Information We Collect

### Personal Information

When you:

- Fill out a contact form
- Request a quote
- Subscribe to SMS updates
- Place an order
- Call, email, or message us

We may collect:

- Name
- Phone number
- Email address
- Billing and delivery address
- Company Name
- Payment information (if applicable)

### Non-Personal Information

We may automatically collect:

- IP address
- Browser type
- Device information
- Pages visited
- Time spent on the website

This information helps us improve our website and customer experience.

## 2. How We Use Your Information

We use your information to:

- Respond to inquiries
- Process orders and payments
- Arrange delivery or pickup
- Provide customer support
- Send order confirmations and service updates
- Send promotional messages and special offers (if you opt in)
- Improve our website and services
- Comply with legal obligations

We do **not** sell, rent, or trade your personal information to third parties for marketing purposes.

## SMS Marketing & Text Messaging Policy

By providing your mobile phone number and opting in, you consent to receive SMS messages from Conroe Hay Sales, including:

- Order updates
- Delivery notifications
- Appointment confirmations
- Promotional offers
- Customer service communications

### Consent

SMS consent is not shared with third parties or affiliates for marketing purposes. Message frequency may vary depending on your interaction with us.

### Message & Data Rates

Message and data rates may apply depending on your mobile carrier plan.

### Opt-Out Instructions

You may opt out of SMS communications at any time by replying:

**STOP** to cancel

**HELP** for assistance

After you send STOP, you will receive a confirmation message and will no longer receive SMS messages from us unless you opt in again.

## **Carrier Disclaimer**

Carriers are not liable for delayed or undelivered messages.

## **3. Cookies and Tracking Technologies**

Our website may use cookies and similar tracking technologies to:

- Enhance user experience
- Analyze website traffic
- Improve site functionality

You may disable cookies through your browser settings; however, some features of the site may not function properly.

## **4. Third-Party Services**

We may use third-party services such as:

- Payment processors
- Website hosting providers
- CRM platforms and automation tools
- Analytics tools (such as Google Analytics)

These third parties may collect information as necessary to perform their services. We encourage you to review their privacy policies.

## **5. Data Security**

We implement reasonable administrative, technical, and physical safeguards to protect your personal information.

However, no method of transmission over the Internet is 100% secure, and we cannot guarantee absolute security.

## **6. Your Privacy Rights**

Depending on your location, you may have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request deletion of your personal data
- Opt out of marketing communications

To exercise these rights, please contact us using the information below.

## **7. Children's Privacy**

Our website and services are not directed to individuals under the age of 13. We do not knowingly collect personal information from children.

## **8. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. Updates will be posted on this page with a revised effective date.

## **9. Contact Us**

If you have any questions about this Privacy Policy, please contact us:

### **Conroe Hay Sales**

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