

GLADIATOR HOME SOLUTIONS

Privacy Policy and SMS Terms and Conditions

Effective Date: August 5, 2026

1050 Opportunity Drive, Suite 120
Roseville, CA 95747
916-415-8557
info@callgladiator.com
www.CallGladiator.com

WE FIGHT FOR YOUR HOME

PRIVACY POLICY

Gladiator Home Solutions LLC ("Gladiator Home Solutions," "we," "us," or "our") respects your privacy and is committed to protecting the personal information you provide to us. This Privacy Policy explains how we collect, use, disclose, and protect information when you visit www.CallGladiator.com, request an estimate, communicate with us, become a customer, or otherwise use our services.

1. INFORMATION WE COLLECT

We may collect the following categories of information:

- Contact information, including your name, mailing address, email address, and telephone number.
- Project information, including your property address, requested services, project details, photographs, measurements, estimates, contracts, permits, warranties, financing information, and payment status.
- Communication information, including emails, telephone calls, text messages, appointment requests, customer service inquiries, and your SMS consent or opt-in status.
- Website and device information, including your IP address, browser type, device type, referring website, pages visited, and general website activity collected through cookies, analytics tools, and similar technologies.
- Payment and transaction information necessary to process payments and administer your project. Payment card information may be processed directly by our third-party payment providers.

We collect information directly from you, automatically through our website, and from service providers or referral partners when permitted by law.

2. HOW WE USE YOUR INFORMATION

We may use your information to:

- Respond to inquiries and provide estimates.
- Schedule appointments, inspections, installations, and service visits.
- Provide roofing, gutters, windows, siding, painting, solar removal and reinstallation coordination, and other home-improvement services.
- Prepare proposals, contracts, change orders, invoices, permits, warranties, and project records.
- Process payments and financing requests.
- Communicate project updates, appointment reminders, payment information, customer-care messages, and promotional offers when you have provided the required consent.
- Improve our website, services, marketing, and customer experience.
- Prevent fraud, maintain security, enforce agreements, and comply with legal, regulatory, insurance, licensing, and recordkeeping requirements.

3. SMS DATA COLLECTION AND USE

When you opt in to receive text messages, we collect your telephone number, consent status, and information concerning the messages sent to and received from you.

This information is used to deliver text messages relating to the messaging program you selected, including appointment reminders, estimate and project communications, scheduling updates, customer-care messages, and promotional offers when applicable.

Consent to receive marketing text messages is not a condition of purchasing any property, goods, or services.

4. SMS DATA SHARING

We do not sell, rent, or share your mobile telephone number, SMS opt-in information, or SMS consent status with third parties or affiliates for their own marketing or promotional purposes.

We may disclose personal information, including your mobile telephone number and SMS consent status, to service providers that assist us in delivering our messaging services. These providers may include messaging platforms, telephone carriers, CRM providers, and technology vendors. They are permitted to use the information only as necessary to provide services on our behalf.

SMS opt-in data and consent will not be shared with third parties, except vendors necessary to operate and deliver the messaging service.

5. OTHER INFORMATION SHARING

We may disclose other personal information to:

- Contractors, suppliers, inspectors, permitting agencies, financing providers, payment processors, warranty administrators, and other parties involved in providing or completing your requested services.
- Website hosting, analytics, advertising, CRM, communications, and technology providers that perform services on our behalf.
- Government agencies, law enforcement, regulators, courts, insurers, attorneys, or other parties when disclosure is required or permitted by law.
- A successor or acquiring party in connection with a merger, sale, restructuring, or transfer of some or all of our business assets.

We require service providers to handle personal information appropriately and use it only for authorized business purposes.

6. COOKIES AND ANALYTICS

Our website may use cookies and similar technologies to operate properly, understand website usage, measure advertising performance, remember preferences, and improve our services.

You may manage cookies through your browser settings. Disabling cookies may affect certain website features.

7. DATA SECURITY

We use reasonable administrative, technical, and organizational safeguards designed to protect personal information against unauthorized access, loss, misuse, alteration, or disclosure.

No internet transmission or storage system is completely secure, and we cannot guarantee absolute security.

8. DATA RETENTION

We retain personal information only for as long as reasonably necessary to provide services, maintain business and project records, fulfill warranties, resolve disputes, enforce agreements, and satisfy legal, tax, licensing, insurance, and regulatory requirements.

9. YOUR PRIVACY RIGHTS

Depending on your location and applicable law, you may have the right to request access to, correction of, or deletion of certain personal information. You may also have the right to obtain information about how your information is collected, used, or disclosed and to opt out of certain uses or disclosures.

We may need to verify your identity before completing a request. Certain information may be retained when required by law or reasonably necessary to complete a transaction, administer a warranty, maintain project records, prevent fraud, or establish or defend legal claims.

We will not discriminate against you for exercising an applicable privacy right. To submit a privacy request, email info@callgladiator.com or call 916-415-8557.

10. TEXT-MESSAGE CHOICES

You may opt out of receiving text messages at any time by replying STOP to any message. After opting out, you may receive one final message confirming your request.

For assistance, reply HELP or contact us at info@callgladiator.com or 916-415-8557.

Opting out of text messages does not prevent us from contacting you through other permitted methods when necessary to administer an existing contract, project, warranty, payment, or legal obligation.

11. CHILDREN'S PRIVACY

Our website and services are intended for adults and are not directed to children under 13. We do not knowingly collect personal information from children under 13.

12. THIRD-PARTY LINKS

Our website may contain links to third-party websites. We are not responsible for the content, security, or privacy practices of those websites. We encourage you to review their privacy policies before providing personal information.

13. CHANGES TO THIS POLICY

We may update this Privacy Policy periodically. Changes will be posted on this page with a revised effective date. Your continued use of our website or services after an update constitutes acknowledgment of the revised policy.

14. CONTACT US

For questions, concerns, or requests regarding this Privacy Policy, contact:

Gladiator Home Solutions LLC

1050 Opportunity Drive, Suite 120

Roseville, CA 95747

Phone: 916-415-8557

Email: info@callgladiator.com

Website: www.CallGladiator.com

California Contractor License: CSLB #1136515

SMS TERMS AND CONDITIONS

Effective Date: August 5, 2026

1. PROGRAM DESCRIPTION

By providing your mobile telephone number and opting in to receive text messages from Gladiator Home Solutions LLC, you agree to receive SMS or MMS messages regarding estimates, appointment reminders, project scheduling, installation updates, inspections, invoices, payments, customer service, warranty matters, and promotional offers.

Messages may be sent using an automated telephone dialing system or other automated technology when permitted by law.

Consent to receive marketing text messages is not a condition of purchasing any property, goods, or services from Gladiator Home Solutions.

2. MESSAGE FREQUENCY

Message frequency may vary. The number of messages you receive will depend on your estimate request, project activity, scheduled appointments, and customer-care needs.

3. MESSAGE AND DATA RATES

Message and data rates may apply. Please contact your mobile carrier for information about your messaging and data plan.

4. OPT-OUT INSTRUCTIONS

You may cancel SMS messages at any time by replying STOP. After you submit an opt-out request, you may receive one final message confirming that you have been unsubscribed.

We will honor opt-out requests as required by applicable law. If you later wish to receive messages again, you must provide new consent.

5. HELP AND CUSTOMER CARE

For help, reply HELP to any message. You may also call 916-415-8557, email info@callgladiator.com, or visit www.CallGladiator.com.

6. MOBILE CARRIERS

Mobile carriers are not responsible for delayed or undelivered messages. Message delivery is subject to effective transmission by your mobile carrier and is not guaranteed.

7. PRIVACY

We respect your privacy. Mobile telephone numbers, SMS opt-in data, and consent information will not be sold or shared with third parties or affiliates for their own marketing or promotional purposes.

Information may be provided to messaging platforms, mobile carriers, and other service providers solely as necessary to operate and deliver our messaging services.

For more information about how we collect, use, and protect personal information, visit www.CallGladiator.com/privacy-policy.

8. CHANGES TO THESE TERMS

We reserve the right to modify or discontinue our SMS program or update these Terms and Conditions at any time.

Updates will be posted on our website with a revised effective date. Your continued participation in the SMS program after changes become effective constitutes acceptance of the updated terms.

9. CONTACT INFORMATION

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