

## **R&T AIR CONDITIONING AND REFRIGERATION LLC PRIVACY POLICY**

**R&T Air Conditioning and Refrigeration LLC** values the privacy of your communication and is committed to safeguarding your SMS contact and content data. We do not sell or share SMS contact or content data with third parties.

### **Types of Data Collected**

When you communicate with **R&T Air Conditioning and Refrigeration LLC** via SMS, we may collect information such as:

- Your phone number
- The content of your messages
- Responding to your inquiries
- Providing customer support

This information is used solely for the following purposes:

We will not use your SMS data for any other purpose without your written consent.

### **Protection of SMS Data**

**R&T Air Conditioning and Refrigeration LLC** employs industry-standard security measures to protect SMS data from unauthorized access, disclosure, alteration, or destruction. We are dedicated to ensuring the confidentiality and integrity of your SMS communications.

### **Disclosure of SMS Data**

**R&T Air Conditioning and Refrigeration LLC** does not disclose SMS contact or content data to third parties unless:

- Required by law
- Necessary to protect the rights, property, or safety of [Organization Name], its users, or others
- Your Rights

SMS consent is not shared with third parties.

### **User rights/You have the right to:**

Access, correct, or delete your SMS contact or content data, except where retention is required by law

For assistance or to exercise your rights, please contact us at **725-224-8758**.

### **Retention policy**

We will only retain your personal data for as long as necessary to fulfill the purposes we collected it for, including the purposes of satisfying any legal, accounting, or reporting

requirements. When deciding what the correct time is to keep the data we look at its amount, nature and sensitivity, potential risk of harm from unauthorized use or disclosure, the processing purposes, if these can be achieved by other means, and legal requirements. For tax purposes, the law requires us to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they stop being customers.

In some circumstances, we may anonymize your personal data for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

### **Changes to this SMS Privacy Policy**

**R&T Air Conditioning and Refrigeration LLC** reserves the right to update or modify this SMS Privacy Policy at any time. Changes will be effective immediately upon posting the revised policy on our website. We encourage you to review this policy periodically for updates.

### **Contact Us**

If you have questions or concerns regarding this SMS Privacy Policy or our privacy practices, please contact us at **725-224-8758**.