

Pence Heating & Cooling

Privacy Policy

At Pence Heating and Cooling, we value your privacy and are committed to protecting your personal information. This Privacy Policy outlines how we collect, use, and safeguard the information you provide through our Facebook form.

Information We Collect

1. When you fill out our form, we may collect the following details:
 - Name
 - Phone number
 - Email address
 - Address (if provided)
 - Information about your furnace issue

How We Use Your Information

2. The information you provide will be used to:
 - Contact you regarding your furnace issue or service request.
 - Schedule service appointments.
 - Provide updates or additional information related to your inquiry.
 - Improve our services and customer experience.
 - Send a quarterly newsletter with tips on how to maintain your equipment.

Data Protection

3. We take appropriate measures to protect your personal information from unauthorized access, disclosure, or misuse. Your data is securely stored and only accessible to authorized personnel.

Sharing Your Information

4. We do not sell, rent, or share your personal information with third parties, except as required by law or to fulfill your service request (e.g., scheduling with our team).

Your Rights

5. You have the right to request access to the information we have about you, ask for corrections, or request its deletion. Simply contact us at [your preferred contact method, e.g., email or phone].

Updates to This Policy

6. We may update this privacy policy from time to time. Any changes will be posted here, and we encourage you to review it periodically.

Contact Us

If you have any questions or concerns about this policy, please contact us at:

Pence Heating and Cooling

Phone: 816-532-0303

cassie@penceheatingcooling.com