



PRIVACY POLICY

Effective Date: January 1, 2025

Last Updated: March 31, 2025

Company Name: SOFLA Technologies, LLC

Website: <https://soflatechnologies.com>

1. Introduction

SOFLA Technologies, LLC (“we,” “our,” or “us”) respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy outlines how we collect, use, store, and protect your information across all platforms—including our website, email, SMS communications, and any paper-based forms or documents.

By using our services or providing your personal information, you consent to the practices described in this Privacy Policy.

2. Scope

This policy applies to all personal data collected by SOFLA Technologies through the following channels:

- Our website (<https://soflatechnologies.com>)
- SMS communications
- Email correspondence
- In-person interactions and hardcopy forms
- Phone calls or voicemails
- Service requests or agreements

3. Information We Collect

We may collect the following categories of information:

- Personal Information
- Technical Information
- Communication Information

4. How We Use Your Information

We use your information to:

- Provide and manage services or products you request
- Communicate with you about service appointments, updates, billing, and support
- Send text message alerts and confirmations (with your consent)
- Improve our services, website performance, and customer experience
- Process payments and send invoices
- Respond to inquiries, feedback, and support requests
- Comply with legal and regulatory obligations

5. SMS Communications

By opting into SMS communications, you agree to receive messages from SOFLA Technologies, LLC regarding service scheduling, technician arrival updates, job progress, and billing.

SMS consent and phone numbers will not be shared with third parties or affiliates for marketing purposes.

Message frequency may vary

Message and data rates may apply

Reply HELP for assistance or STOP to opt out at any time

See our SMS Terms of Service at <https://soflatechnologies.com/data-privacy-policy>



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6. Data Storage & Retention

Your information is stored securely using modern encryption and access control technologies. We retain your data only as long as necessary for the purposes outlined above or as required by law.

7. Data Sharing & Disclosure

We do not sell or rent your personal data. We do not share your phone number or other contact details with any third parties or affiliates for marketing purposes. We may share your information only with:

- Trusted service providers who assist in operating our business (e.g., hosting, payment processors)
- Law enforcement or regulatory agencies as required by law
- Authorized technicians or contractors assigned to your service, strictly on a need-to-know basis

8. Your Rights & Choices

You have the right to:

- Access or update your personal information
- Opt out of SMS, email, or other communications
- Request deletion of your data (where legally permissible)
- Ask questions about how your data is used

9. Cookies & Website Analytics

Our website uses cookies and analytics tools to help us understand how users interact with the site. You can control cookie settings through your web browser.

10. Security Measures

We take reasonable administrative, technical, and physical precautions to protect your information from loss, misuse, and unauthorized access. This includes encryption, firewalls, and secure facilities for physical documents.


11. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be posted on our website with the new effective date. Your continued use of our services means you accept any changes.

12. Contact Us

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

 info@soflatechnologies.com

 (239) 667-6352

 <https://soflatechnologies.com>