

## **PRIVACY POLICY**

**Effective Date:** August 21, 2024

This Privacy Policy explains how P&M Plumbing, Inc. collects, uses, and discloses personal information about our customers, prospective customers, and visitors to our website at [pnmplumbinginc.com](http://pnmplumbinginc.com).

### **COLLECTION OF PERSONAL INFORMATION**

Information collected directly from you: We may collect personal information directly from you, for example through a web form, during registration, while requesting service through our booking portal, while requesting service over the phone, while requesting service through direct email, while setting up an account with us or when you contact us for customer support. Personal information we collect directly from you may include first and last name, address, email address, and phone number.

We may also receive information about you from other sources, including through third-party services and organizations. For example, if you access third-party services, such as Facebook, Google, or Twitter, through the Sites to login to the Sites or to share information about your experience on the Sites with others, we may collect information from these third-party services.

### **HOW WE USE YOUR PERSONAL INFORMATION**

- Fulfill your requests for products, services, and information;
- For any other purposes disclosed to you at the time we collect your information or pursuant to your consent.
- Contact you, including for review purposes;

### **HOW LONG WE KEEP YOUR PERSONAL INFORMATION**

We will retain your personal information for as long as is necessary to fulfill the purpose for which we obtained your personal information and any other permitted purposes permitted by law, and in compliance with our data retention policies. For example, we will retain and use your personal information to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

## SHARING OF PERSONAL INFORMATION WITH THIRD PARTIES

We are committed to maintaining your trust, and we want you to understand when and with whom we may share the information we collect.

- *Authorized third-party vendors and service providers.* **Any information collected as part of SMS consent (phone numbers) will not be shared with third parties or affiliates. In the event of Business Transfers, a new consent must be obtained by new owner.**
- *Business transfers.* We may share your information in connection with a substantial corporate transaction, such as the sale of a website, a merger, consolidation, asset sale, or in the unlikely event of bankruptcy. This will not include consent to SMS message current or former clients.
- *Legal purposes.* We may disclose information to respond to subpoenas, court orders, legal process, law enforcement requests, legal claims or government inquiries, and to protect and defend the rights, interests, health, safety, and security of P&M Plumbing, Inc, our affiliates, users, or the public.

**For SMS:** Only customers who specifically Opt-In to receiving SMS messages from us by verbally consenting over the phone when we call, or when customer calls, will receive a “Welcome” SMS message, which can be Opted-Out of at any time by Replying “STOP”.