

## Prestige Plumbing Werks Privacy Policy

Prestige Plumbing Werks is committed to safeguarding your privacy. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information when you interact with us, whether through our website, over the phone, or in person.

### Information We Collect

We may collect the following types of information:

- **Personal Identification Information:** Name, email address, phone number, and postal address.
- **Service-Related Information:** Details about the services you request or have received from us.
- **Payment Information:** Credit card numbers, billing addresses, and other financial information necessary to process payments.
- **Technical Information:** IP address, browser type, operating system, and browsing behavior on our website.

### How We Collect Information

We collect information through various methods, including:

- **Direct Interactions:** When you fill out forms on our website, communicate with us via phone or email, or provide information during service visits.
- **Automated Technologies:** As you interact with our website, we may use cookies and similar technologies to collect technical information.

### Use of Information

We use your information to:

- Provide and manage our services.
- Process your transactions and manage billing.
- Communicate with you regarding appointments, services, and updates.
- Improve our website and services through analysis of user behavior.
- Ensure compliance with legal obligations and protect our rights.

### SMS Communications and Verbal Opt-In

We offer SMS-based billing notifications to enhance your service experience. You can opt-in to receive these messages during interactions with our staff, either in person or over the phone. Our team is trained to inform you that:

- Message and data rates may apply.
- Message frequency may vary.

- You can text "HELP" for support or more information.
- You can text "STOP" to unsubscribe at any time, and no further messages will be sent.

Your phone number will not be shared with third parties for marketing or promotional purposes.

### **Disclosure of Information**

We do not sell or rent your personal information to third parties. We may share your information with:

- **Service Providers:** Third-party companies that perform services on our behalf, such as payment processing and customer communications.
- **Legal Authorities:** When required by law or to protect our rights and safety.

### **Data Security**

We implement appropriate security measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

### **Collection of Images and Photographic Data**

As part of our commitment to providing high-quality plumbing services, Prestige Plumbing Werks may take photographs of plumbing systems and related work areas before, during, and after service appointments. These images are collected for the following purposes:

- **Service Documentation:** To maintain accurate records of the work performed and to track the condition of plumbing systems over time.
- **Proof of Service:** To verify completed work and provide visual evidence for quality assurance and customer reference.
- **Customer Profiles:** To enhance our service history and ensure future service accuracy.

While our focus is on the plumbing systems and related areas, it is possible that parts of your home or personal belongings may be inadvertently captured in these photos. We take reasonable steps to limit the capture of unnecessary details and to ensure that images are used solely for the intended purposes.

By engaging our services, you acknowledge and consent to the collection and storage of such images in your customer profile. These images will not be shared with third parties for marketing or promotional purposes and will be handled in accordance with our data protection practices.

### **Your Rights**

You have the right to:

- Access and obtain a copy of your personal information.
- Request corrections to any inaccurate or incomplete information.
- Withdraw consent for certain data processing activities.

To exercise these rights, please contact us using the information provided below.

### **Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on our website. Your continued use of our services after any modifications indicates your acceptance of the updated policy.

### **Contact Us**

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

Prestige Plumbing Werks  
256 Spielman Hwy  
Burlington, CT 06013  
Phone: (959) 590-8065  
Email: [prestigeplumbingwerks@gmail.com](mailto:prestigeplumbingwerks@gmail.com)

By engaging with Prestige Plumbing Werks, you acknowledge that you have read and understood this Privacy Policy and agree to the collection and use of your information as described herein.

## Website/Online Opt-In Consent Statement for Contact Request Form

By submitting this form and signing up for text communications, you expressly consent to receive non-emergency, recurring marketing and informational text messages from Prestige Plumbing Werks at the phone number you provide. These may include, but are not limited to, **appointment reminders, service updates, promotional offers, and general informational messages**. Messages may be sent via an automatic telephone dialing system or other automated means.

**Message frequency will vary based on your interaction with us, with a typical frequency of up to two messages per appointment.**

Your consent is **voluntary** and not a condition of any purchase or service. **Message and data rates may apply.**

You may **opt out at any time** by replying "**STOP**" to any message or by clicking the unsubscribe link (where available). Once you opt out, no further messages will be sent.

For assistance, reply "**HELP**" or contact us at **(959) 590-8065** or via email at **prestigeplumbingwerks@gmail.com**.

By providing your phone number, you confirm that you are the **subscriber or customary user** of the number provided and that you understand your rights under **Connecticut and federal telemarketing laws**.

We are committed to safeguarding your privacy and will not share your phone number with third parties for marketing purposes. For more information on how we collect and use your data, please review our **[Privacy Policy](insert link) and [Terms & Conditions](insert link)**.

# Terms & Conditions for Prestige Plumbing Werks

## 1. Introduction

Welcome to Prestige Plumbing Werks. These Terms & Conditions ("Terms") govern your use of our services, including but not limited to our website, customer communications, and text message alerts. By engaging with Prestige Plumbing Werks, you agree to comply with these Terms.

## 2. Brand Name

Prestige Plumbing Werks ("Company," "we," "us," or "our") provides plumbing services and related customer support.

## 3. Types of Messages You May Receive

By opting into our text message communications, you consent to receive the following types of non-emergency, recurring messages at the phone number you provide:

- **Appointment Reminders** – Notifications related to upcoming or scheduled services.
- **Service Updates** – Alerts about ongoing or completed work, maintenance reminders, or emergency service notices.
- **Marketing & Promotions** – Special offers, discounts, and promotional content related to our services.
- **Informational Messages** – General communications regarding plumbing tips, seasonal maintenance suggestions, and company announcements.

## 4. Message Frequency Disclosure

- Message frequency **may vary** based on your interaction with us.
- You may receive up to **two messages per appointment**, but additional messages may be sent for urgent service updates or promotional campaigns.

## 5. Message and Data Rates

- **Message and data rates may apply** depending on your mobile carrier and plan.
- We are not responsible for any fees incurred from receiving our messages.

## 6. Customer Care & Support

If you need assistance with our text message communications, you can:

- **Text "HELP"** for immediate support.
- **Email us at [prestigeplumbingwerks@gmail.com](mailto:prestigeplumbingwerks@gmail.com)** for additional customer service inquiries.
- **Call us at (959) 590-8065** for further assistance.

## **7. Opt-Out Instructions**

- You may opt out of receiving text messages at any time by replying "**STOP**" to any message.
- Once you opt out, you will no longer receive further text messages unless you re-enroll.
- If you experience any issues unsubscribing, please contact our support team for assistance.

## **8. Privacy Policy**

We are committed to protecting your privacy and will not share your phone number with third parties for marketing purposes. For details on how we collect, use, and protect your data, please review our [**Privacy Policy**]([insert link](#)).

## **9. Changes to These Terms**

We may update these Terms & Conditions from time to time. Any changes will be posted on our website, and your continued use of our services constitutes your acceptance of the updated Terms.

## **10. Contact Information**

If you have any questions or concerns regarding these Terms, please contact us at:

### **Prestige Plumbing Werks**

256 Spielman Hwy

Burlington, CT 06013

Phone: (959) 590-8065

Email: [prestigeplumbingwerks@gmail.com](mailto:prestigeplumbingwerks@gmail.com)