

Privacy Policy and SMS Terms & Conditions

Effective Date: May 25, 2025

Privacy Policy for KP Plumbing, Inc.

1. What Personal Information We Collect

We may collect the following personal information when you use our services, website, or SMS features:

- Name
- Phone number
- Email address
- Physical address
- Service details
- Communication preferences
- Any other information you provide directly through our contact forms, service requests, or SMS opt-ins

2. How We Use Your Personal Information

We use your personal information for the following purposes:

- To schedule and confirm appointments
- To send service reminders and updates
- To send billing and payment notifications
- To provide customer service
- To communicate about service requests and follow-up needs
- To improve our services and internal operations

3. Who We Share Your Information With

KP Plumbing, Inc. does not sell, rent, or share your personal information with third parties or affiliates for marketing purposes. Your SMS consent is not shared with third parties or affiliates.

We may share personal information only with:

- Service providers who perform tasks on our behalf (e.g., scheduling, billing software)
- Government authorities if required by law
- As necessary to protect our rights and safety

We take reasonable measures to protect your personal information and maintain its confidentiality.

SMS Terms and Conditions

By opting into SMS communications from KP Plumbing, Inc. through a web form, phone call, or other opt-in method, you agree to receive text messages from us. These messages may

include:

- Appointment scheduling
- Appointment reminders
- Post-visit follow-ups
- Service-related updates
- Billing and payment notifications
- General service communications

Message Details:

- Message frequency may vary depending on your service and communication needs
- Message and data rates may apply, depending on your mobile plan
- You can opt out at any time by replying STOP to any text message
- For help, reply HELP or visit <https://kpplumber.com>

By continuing to receive messages, you confirm your consent and understanding of these terms. See our full privacy policy at <https://kpplumber.com/privacy-policy>.