

## Privacy Policy for Allen Heating & Cooling

At Allen Heating & Cooling, we are committed to safeguarding the privacy of our customers and visitors. This Privacy Policy outlines the types of personal information we collect, how we use it, and the measures we take to protect your information.

### Information We Collect:

1. **Personal Information:** When you engage with Allen Heating & Cooling, either through our website, over the phone, or in person, we may collect personal information such as your name, address, email address, phone number, and payment details.
2. **Usage Information:** We may also collect information about how you interact with our website and services, including your IP address, browser type, operating system, and pages visited.
3. **Cookies:** Like many websites, we use cookies and similar technologies to enhance your browsing experience and collect additional information about your usage patterns.

### How We Use Your Information:

1. **Providing Services:** We use the information we collect to deliver the products and services you request, including scheduling appointments, providing estimates, and processing payments.
2. **Communication:** We may use your contact information to communicate with you about your inquiries, appointments, service updates, and promotional offers.
3. **Improvement:** Analyzing usage data helps us improve our website, services, and customer experiences.
4. **Legal Compliance:** We may use your information to comply with legal obligations, such as responding to legal requests or preventing fraud.

### Sharing Your Information:

We do not sell, trade, or rent your personal information to third parties. However, we may share your information with trusted service providers who assist us in operating our business, such as payment processors, IT service providers, and marketing partners. These third parties are required to protect your information and only use it for the purposes we specify.

### Data Security:

We take the security of your personal information seriously and implement appropriate technical and organizational measures to protect it against unauthorized access, alteration, disclosure, or destruction.

**Your Choices:**

You have the right to access, correct, or delete the personal information we hold about you. You may also opt-out of receiving marketing communications from us at any time by following the instructions provided in the communication.

**Changes to This Policy:**

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any significant changes by posting the updated policy on our website or through other appropriate channels.

**Contact Us:**

If you have any questions or concerns about our Privacy Policy or how we handle your personal information, please contact us at [allenheatcool@yahoo.com](mailto:allenheatcool@yahoo.com).

**Effective Date:**

This Privacy Policy was last updated on 5/1/2024