

Privacy Policy

Polarity Air, LLC.

Polarity Air, LLC. ("we," "us," "our," or "Polarity Air") values the privacy and security of our customers' personal information. This Privacy Policy explains how we collect, use, disclose, protect, and manage the personal information provided by our customers and website visitors.

Information We Collect

We may collect personal information from you through various means, including:

- **Contact Information:** Name, mailing address, email address, phone number.
- **Billing Information:** Payment details, credit card numbers, billing addresses.
- **Service Information:** Information related to HVAC service requests, installations, repairs, and maintenance history.
- **Device and Usage Information:** IP addresses, browser types, operating systems, pages visited, and timestamps of visits.
- **Communication Records:** Correspondence via email, phone, text messages, or other communication methods.

How We Use Your Information

We use collected information for the following purposes:

- To provide and fulfill requested HVAC services, maintenance, and repairs.
- To process payments and billing transactions.
- To communicate service updates, appointment reminders, and important notices.
- To improve customer service and respond effectively to inquiries.
- To maintain and enhance the security and integrity of our website and systems.
- To comply with legal obligations and regulatory requirements.

Sharing Your Information

We do not sell, rent, or trade your personal information to third parties. Your information may be shared only under the following circumstances:

- **Service Providers:** Trusted third-party service providers who assist in operating our business (e.g., payment processing, scheduling software, IT support).
- **Legal Obligations:** When required by law, or to comply with court orders,

government requests, or legal processes.

- **Protection of Rights:** To protect the rights, property, and safety of Polarity Air, our customers, or others.

Data Security

We implement robust security measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction. Our safeguards include encrypted transactions, secured networks, and strict internal policies.

Cookies and Tracking

We may use cookies and similar tracking technologies to enhance your online experience and analyze website usage. You may control cookies through your browser settings; however, disabling cookies might limit your ability to fully experience our website features.

Third-Party Links

Our website may contain links to external websites not operated by Polarity Air. We have no control over the privacy practices of these external sites and encourage you to review their privacy policies individually.

Your Privacy Rights

You have the right to access, correct, or delete your personal information at any time. To exercise these rights, contact us at info@polarityair.com.

Changes to This Policy

We may update this Privacy Policy periodically. Any changes will be posted on this page with an updated revision date. We recommend reviewing our Privacy Policy regularly to stay informed about our practices.

Contact Information

If you have questions or concerns regarding this Privacy Policy or our privacy practices, please contact us:

Polarity Air, LLC.

163 Town Place, Ste. 36

Fairview, TX 75069

Phone: 972-379-7563

Email: info@polarityair.com

Effective Date: July 4, 2025