

## **Privacy Policy (Design Roof Services LLC)**

**Design Roof Services LLC** ("DRS," "we," "us," "our")

**Website:** [www.designroofservicessllc.com](http://www.designroofservicessllc.com)

**Effective Date:** February 10, 2026 (update anytime)

### **1) Scope**

This Privacy Policy explains how we collect, use, share, and protect information when you visit our website, request an estimate, schedule services, make a payment, or communicate with us by phone, email, or text message.

### **2) Information We Collect**

#### **Information you provide**

- Name, phone number, email
- Service address, zip code, property details
- Photos, messages, and other information you send us
- Appointment details and communication history

#### **Information collected automatically (website)**

- IP address, device/browser type, pages viewed, referral/source pages
- Approximate location (city/state)
- Cookies or similar technologies used for basic site functionality and analytics

#### **Payment information**

- If you pay through a QuickBooks Online (QBO) payment link, payment details are typically collected and processed by Intuit (QuickBooks) or its payment processors. We may receive confirmation details such as payment status, amount, date/time, and payer name, but we do not need or intend to store full card/bank details on our systems.

### **3) How We Use Your Information**

We use information to:

- Provide estimates, schedule inspections/appointments (if applicable), and perform services
- Communicate with you (confirmations, updates, customer support, billing)

- Send marketing communications if you opt in (see SMS section below)
- Improve our website and operations
- Prevent fraud and protect security
- Comply with legal obligations and enforce our agreements

#### **4) Text Messages (SMS) and Calls**

##### **Service/transactional texts**

If you text us at any of our phone numbers, request a quote, schedule service, or otherwise provide your phone number, you consent to receive text messages related to your inquiry and services (examples: scheduling, reminders, project updates, estimate follow-ups, billing questions, support).

##### **Marketing/promotional texts**

If you opt in, we may also send promotional/marketing messages (examples: special offers, seasonal reminders, service announcements). Marketing texts require your consent and are not required to purchase.

##### **SMS disclosure**

- Message frequency varies
- Message and data rates may apply
- Reply **STOP** to opt out at any time
- Reply **HELP** for help
- Carriers are not liable for delayed or undelivered messages

We may use service providers to send/receive messages on our behalf.

#### **5) How We Share Information**

We may share information:

- With service providers that help run our business (website hosting, analytics, communications/SMS tools, CRM, scheduling, invoicing, and payment services like Intuit/QuickBooks)
- To comply with law, court order, or legal process
- To protect rights, safety, and security of DRS, our customers, or others
- In a business transfer (sale, merger, financing, etc)

**We do not sell your personal information** in exchange for money. We also do not share your personal information with third parties for their own direct marketing purposes without your consent.

## **6) Cookies and Analytics**

We may use cookies and analytics tools to understand website traffic and improve performance. You can control cookies in your browser settings. If you disable cookies, some site features may not function properly.

## **7) Data Retention**

We keep information as long as reasonably necessary for business operations, recordkeeping, legal compliance, dispute resolution, and enforcement of agreements.

## **8) Security**

We use reasonable safeguards designed to protect your information. No method of transmission or storage is 100% secure.

## **9) Children's Privacy**

Our services are not directed to children under 13, and we do not knowingly collect personal information from children.

## **10) Your Choices and Rights**

You can request access, corrections, or deletion of certain personal information by contacting us. We may need to retain some information for legal or business reasons.

**California residents** may have additional privacy rights depending on circumstances. Contact us to submit a request.

## **11) Updates to This Policy**

We may update this Privacy Policy from time to time. The updated version will be posted with a new effective date.

## **12) Contact Us**

### **Design Roof Services LLC**

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(575) 689-5220

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