

1. Introduction

We value your privacy and are committed to protecting the personal and business information you share with us. This Privacy Policy explains how we collect, use, and protect information from **retail customers** and **commercial customers**, including information shared through SMS (text message) communications.

This policy is organized into separate sections so you can easily find the information that applies to you.

2. Retail Customer Privacy Practices

(Product Questions via SMS)

2.1 Information We Collect (Retail Customers)

For retail customers, we may collect:

- Name
- Mobile phone number
- Product questions or messages you send to us via SMS or other contact methods

2.2 How We Use Retail Customer Information

Retail customer information is used only to:

- Respond to product questions or inquiries
- Provide customer support related to products
- Improve our products and customer service

We do **not** sell or rent retail customer personal information.

2.3 SMS Communications (Retail Customers)

If you contact us by text message or provide your mobile phone number, you consent to receive SMS messages **only in response to your product questions**.

- Message frequency varies based on your inquiry
- Standard message and data rates may apply
- We do not send marketing or promotional SMS messages to retail customers unless explicitly requested

You may opt out of SMS messages at any time by replying **STOP**.

2.4 Sharing Retail Customer Information

Retail customer information may be shared only:

- With service providers who assist us in responding to inquiries (under confidentiality obligations). This information does not include your name and phone number. Only product related information unless the customer gives us permission.
- When required by law or legal process

Retail customer information is not shared for third-party marketing purposes.

2.5 Retail Customer Data Retention

Retail customer information is retained only as long as necessary to respond to inquiries or for legitimate business purposes, after which it is securely deleted.

3. Commercial Customer Privacy Practices

(Order Status & Business Contact Information)

3.1 Information We Collect (Commercial Customers)

For commercial customers, we may collect:

- Business name
- Contact person name(s)
- Business phone number(s)
- Email address(es)
- Order numbers and order status information
- Communications related to orders, services, or accounts

3.2 How We Use Commercial Customer Information

Commercial customer information is used to:

- Provide order confirmations and order status updates
- Communicate about existing orders, services, or accounts
- Manage business relationships and customer records
- Provide customer support and operational communications

We do **not** sell commercial customer contact information.

3.3 SMS Communications (Commercial Customers)

If a commercial customer provides a mobile phone number, we may send SMS messages for:

- Order status updates
- Order confirmations
- Service-related or operational communications

Message frequency varies depending on order activity. Standard message and data rates may apply.

You may opt out of SMS messages at any time by replying **STOP**. Opting out of SMS does not affect other forms of order-related communication unless requested.

3.4 Sharing Commercial Customer Information

Commercial customer information may be shared only:

- With service providers it is necessary to fulfill orders or provide services. This information does not include your name and phone number. Only product related information unless the customer gives us permission.
- When required by law or legal obligation

Commercial customer information is not shared for unrelated marketing purposes.

3.5 Commercial Customer Data Retention

Commercial customer information is retained as necessary for business, legal, accounting, and operational purposes and is securely deleted when no longer required.

4. Data Security

We take reasonable administrative, technical, and physical measures to protect both retail and commercial customer information from unauthorized access, disclosure, or misuse.

5. Your Choices and Rights

You may:

- Request access to or correction of your contact information
- Request updates to commercial contact details
- Opt out of SMS communications at any time

To make a request, contact us using the information below.

6. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date.

7. Contact Us

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

Handyman's Inc.

handyoffice@handymansinc.com

320-251-3292

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