

Terms & Conditions and Privacy Policy

Last Updated: March 6, 2026 **Company Name:** Dutton Air Care

Website: www.duttonaircare.com

1. Program Description and Acceptance of Terms

Dutton Air Care (“Company,” “we,” “our,” or “us”) operates text messaging, email, and call programs (collectively, the “Programs”) to communicate with customers regarding HVAC services. These include:

- Service-related alerts and reminders.
- Customer support and scheduling updates.
- Post-project follow-up, satisfaction surveys (NPS), and review invitations.
- Limited informational or promotional messages where permitted.

By providing your contact information and opting in, you agree to these Terms and our Privacy Policy.

2. Message Frequency and Charges

- **Rates:** Message and data rates may apply.
- **Frequency:** Message frequency varies based on your interactions (e.g., number of projects or inquiries).
- **Responsibility:** You are responsible for any charges from your wireless carrier.

3. Opt-In and Opt-Out

- **Opt-In:** You may join by submitting a form on our website, requesting updates, or providing information during a service call.
- **STOP:** To stop receiving text messages, reply **STOP** to any message. You may receive one final confirmation message.
- **HELP:** Reply **HELP** to any message or contact us using the information in Section 4 for assistance.

4. Customer Support and Contact Information

If you have questions or need to exercise your privacy rights, please contact us:

- **Phone:** (435) 275-9508
 - **Email:** service@duttonaircare.com
 - **Mailing Address:** 373 West 500 South, Hurricane, UT 84737
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5. Privacy Policy

Information We Collect

We collect information you provide voluntarily (name, email, phone, service address, and HVAC project details). We also automatically collect device data (IP address, browser type) and use cookies/pixels to understand website traffic and support advertising.

How We Use Your Information

We use your data to provide HVAC services, manage appointments, send reminders, and conduct post-project surveys. We do not use automated means to make significant legal decisions.

SMS / MMS Privacy (10DLC Strict)

- **No Sharing for Marketing:** No mobile information will be shared with third parties or affiliates for marketing or promotional purposes.
- **Excluded Categories:** All sharing categories described in our general policy exclude mobile contact information and text messaging opt-in data.
- **Authorized Vendors:** This information is shared only with service providers that assist in delivering our text messages or as required by law.

Data Security and Retention

We use reasonable safeguards to protect your information. However, email and text messages may not be encrypted; please do not send sensitive personal data through these channels. We retain your data only as long as necessary to provide services and comply with legal obligations.

Your Rights (U.S. Residents)

Depending on your location, you may have the right to access, correct, or delete your personal information. To exercise these rights, please contact us via the details in Section 4.