

# Privacy Policy

## Custom Gutter & Metal Works

**Effective Date:** 2-5-2026

Custom Gutter & Metal Works (“we,” “our,” or “us”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal information when you visit our website, contact us, or request services.

By using our website or providing your information to us, you consent to the terms of this Privacy Policy.

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## Information We Collect

We may collect personal information from you in several ways, including when you contact us through our website, phone, email, or SMS.

The types of information we may collect include:

- Full name
  - Phone number
  - Email address
  - Service address or job location
  - Details about your project or service request
  - Communication preferences
  - Any information you provide through forms, phone calls, emails, or text messages
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## How We Collect Information

Custom Gutter & Metal Works may collect your information through the following methods:

### Website Forms

When you submit a contact form, estimate request, or service request through our website, we collect the information you provide.

### Email

When you email us directly, we collect your email address and any information included in your message.

## Phone Calls

When you call our business, we may collect information shared verbally, including your name, contact information, and service needs.

## SMS/Text Messaging

When you text us or consent to receive text messages, we collect your phone number, messaging history, and any information you provide through SMS communications.

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## How We Use Your Information

We use collected information to:

- Respond to inquiries and service requests
- Provide estimates, scheduling, and customer service
- Communicate about appointments, job updates, and service-related matters
- Send requested information via phone, email, or SMS
- Improve our services and website performance

We do **not** sell your personal information.

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## SMS Messaging Consent & Terms

If you provide your phone number and consent to receive SMS messages, you agree to receive text messages from Custom Gutter & Metal Works.

**By clicking SUBMIT you consent to receiving SMS messages.**  
**Messages and Data rates may apply. Message frequency will vary.**  
**Reply HELP to get more assistance.**  
**Reply STOP to Opt-out of messaging.**

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## Opt-In / Opt-Out Instructions

### Opt-In

You may opt-in to SMS communications by:

- Submitting an online form and selecting/agreeing to SMS communication
- Providing your phone number and giving verbal or written consent
- Requesting communication via text message

## **Opt-Out**

You may opt out of SMS messaging at any time by replying:

**STOP**

Once you opt out, you will no longer receive SMS messages from us unless you opt in again.

For help, reply:

**HELP**

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## **Data Storage & Protection**

We take reasonable precautions to protect your personal information from unauthorized access, misuse, alteration, or disclosure.

Your data may be stored securely through:

- Internal business systems
- Password-protected databases
- Secure email and communication platforms
- Customer management tools used for scheduling and service tracking

Access to personal data is limited to authorized employees or contractors who need the information to perform business operations.

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## **Sharing of Information**

We may share personal information only when necessary to:

- Provide requested services
- Comply with legal requirements
- Protect the rights, safety, or property of our business or customers

**No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. All the above categories exclude text messaging**

**originator opt-in data and consent; this information will not be shared with any third parties.**

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## **Cookies and Website Tracking**

Our website may use cookies or tracking tools to enhance user experience and analyze website traffic. Cookies do not typically collect personally identifiable information unless you voluntarily provide it through a form.

You may disable cookies through your browser settings.

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## **Data Retention**

We retain your personal information only as long as needed to provide services, maintain business records, or comply with legal obligations.

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## **Your Privacy Rights**

You may request to:

- Review the personal information we have collected
- Correct inaccurate information
- Request deletion of your information (where legally permitted)

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

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## **Updates to This Policy**

Custom Gutter & Metal Works may update this Privacy Policy at any time. Changes will be posted on this page with an updated effective date.

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## **Contact Information**

If you have questions about this Privacy Policy or your personal information, please contact:

**Custom Gutter & Metal Works**

Phone: 575-825-5736