

# Morneault Environmental LLC

## SMS Terms of Service

**Effective date: September 9, 2026**

These SMS Terms of Service (the “SMS Terms”) govern appointment-related text messages sent by or on behalf of Morneault Environmental LLC (“Morneault Environmental,” “we,” “us,” or “our”). By providing or confirming a mobile telephone number when requesting or scheduling an appointment and agreeing to communicate by text, you consent to receive appointment-related text messages from Morneault Environmental at that number.

### Program Name and Description

The program name is **Morneault Environmental Appointment Messaging**. Messages are used only for non-promotional appointment communications, such as confirming an appointment, reminding you of an upcoming appointment, or communicating a change directly related to a scheduled appointment.

### Message Frequency

Message frequency varies based on scheduled appointments and your interactions with Morneault Environmental LLC.

### Message and Data Rates

Message and data rates may apply. Your mobile carrier’s rates and terms govern any charges associated with sending or receiving text messages.

### Opting Out

**You may opt out at any time by replying STOP to any message from Morneault Environmental. After you send STOP, you may receive one final message confirming that you have been unsubscribed. You will not receive additional text messages unless you later provide consent again.**

Opting out of text messages does not cancel or change an appointment. Please call us if you need to cancel or reschedule.

### Help and Support

For assistance, reply **HELP** to any message, call **(978) 404-1467**, or email **tom@morneaultenvironmental.com**.

## **Consent and Eligibility**

You represent that you are the subscriber or customary user of the mobile number provided and are authorized to consent to receive messages at that number. If your number changes or is reassigned, you agree to notify us promptly. Consent to receive text messages is not a condition of purchasing services from Morneault Environmental.

## **Delivery and Carrier Disclaimer**

Text-message delivery is subject to effective transmission by your mobile carrier and is not guaranteed. Mobile carriers are not liable for delayed or undelivered messages. Morneault Environmental is not responsible for delays, delivery failures, or errors caused by carriers, telecommunications networks, incompatible devices, or circumstances outside our reasonable control.

## **Privacy**

Our collection and use of personal information in connection with this messaging program are described in the Morneault Environmental Privacy Policy. We do not sell or rent mobile numbers or SMS consent information. We do not share mobile information or SMS consent information with third parties or affiliates for their marketing or promotional purposes.

## **Changes to These SMS Terms**

We may update these SMS Terms from time to time. Changes will be posted on this page with a revised effective date. Your continued participation in the messaging program after an update becomes effective constitutes acceptance of the updated SMS Terms, to the extent permitted by law.

## **Contact Us**

Morneault Environmental LLC  
108 Middlesex St, #8  
Chelmsford, MA 01863  
Phone: (978) 404-1467  
Email: tom@morneaultenvironmental.com

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## **Privacy Policy**

**Effective date: September 9, 2026**

Morneault Environmental LLC ("Morneault Environmental," "we," "us," or "our") respects your privacy. This Privacy Policy explains how we collect, use, disclose, and protect personal information when you visit [www.morneaultenvironmental.com](http://www.morneaultenvironmental.com), contact us, request an estimate, schedule services, communicate with us, or otherwise interact with our business.

## **Information We Collect**

Depending on how you interact with us, we may collect:

- **Contact information**, such as your name, telephone number, email address, mailing address, and service address.
- **Service and appointment information**, such as the service requested, property details, appointment dates, estimates, project notes, and related communications.
- **Communications**, including emails, telephone-call details, text messages, form submissions, feedback, and customer-support requests.
- **Transaction information**, such as invoices, payment status, and limited billing details. Payments made through Jobber or another payment provider are processed by that provider under its own privacy practices. We do not collect full payment-card details through this website.
- **Website and device information**, such as IP address, browser type, device type, pages visited, referring pages, approximate location, and information collected through cookies or similar technologies.

## **How We Use Information**

We may use personal information to:

- Respond to inquiries and provide estimates.
- Schedule, confirm, and manage appointments and services.
- Send appointment confirmations and reminders when authorized.
- Communicate about projects, customer service, invoices, and payments.
- Process transactions through our service providers.
- Operate, maintain, secure, and improve our website and business.
- Prevent fraud, protect legal rights, maintain records, and comply with applicable law.

## **SMS and Mobile Information**

When you provide or confirm a mobile number and agree to communicate by text, we use it to send non-promotional appointment confirmations and reminders. Message frequency varies. Message and data rates may apply. You may reply **STOP** to opt out or **HELP** for assistance.

**We do not sell or rent mobile numbers, mobile information, text-messaging opt-in data, or consent information. We do not share this information with third parties or affiliates**

**for their marketing or promotional purposes.** We may provide limited information to vendors that help us operate our appointment and messaging systems, including Jobber and telecommunications providers, solely as necessary to provide communications requested by you. Those providers are not authorized by us to use that information for their own marketing.

## How We Disclose Information

We may disclose personal information in the following limited circumstances:

- **Service providers:** To companies that help us operate our business, such as scheduling, customer-management, payment-processing, website-hosting, analytics, communications, and professional-service providers. They receive information only as reasonably necessary to perform services for us.
- **Legal and safety purposes:** When we reasonably believe disclosure is required by law, legal process, or government request, or is necessary to protect the rights, safety, property, or security of Morneault Environmental, our customers, or others.
- **Business transactions:** In connection with a merger, financing, acquisition, sale of assets, reorganization, or similar business transaction, subject to applicable law.
- **At your direction:** When you request or authorize the disclosure.

We do not sell personal information for money. We do not share personal information for third-party targeted advertising.

## Cookies and Similar Technologies

Our website and its service providers may use cookies and similar technologies to make the website function, remember preferences, understand website traffic, and improve performance. You may adjust your browser settings to reject or delete cookies, although some website features may not function properly as a result.

## Data Retention

We retain personal information for as long as reasonably necessary for the purposes described in this Privacy Policy, including providing services, maintaining business and financial records, resolving disputes, enforcing agreements, and satisfying legal, regulatory, insurance, and safety obligations.

## Data Security

We use reasonable administrative, technical, and physical safeguards designed to protect personal information. No transmission or storage system is completely secure, however, and we cannot guarantee absolute security.

## Your Choices and Rights

You may ask us to update or correct your contact information or inquire about personal information we maintain by contacting us using the information below. Depending on where you live, applicable law may provide additional privacy rights. We may need to verify your identity before fulfilling a request, and certain information may be retained where permitted or required by law.

To stop appointment-related text messages, reply **STOP**. To stop promotional emails, if any, use the unsubscribe instructions in the email or contact us.

## **Children's Privacy**

Our website and services are not directed to children under 13, and we do not knowingly collect personal information directly from children under 13. If you believe a child has provided us with personal information, please contact us.

## **Third-Party Links and Services**

Our website may link to third-party websites or services. Their privacy practices are governed by their own policies, and we are not responsible for their content or privacy practices.

## **Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. We will post the revised policy on this page and update the effective date at the top.

## **Contact Us**

Questions or privacy requests may be directed to:

Morneault Environmental LLC  
108 Middlesex St, #8  
Chelmsford, MA 01863  
Phone: (978) 404-1467  
Email: [tom@morneaultenvironmental.com](mailto:tom@morneaultenvironmental.com)

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## **Website Publishing Notes**

1. Publish the SMS Terms at a public URL such as  
<https://www.morneaultenvironmental.com/sms-terms>.
2. Publish the Privacy Policy at  
<https://www.morneaultenvironmental.com/privacy-policy>.

3. Replace the relative Privacy Policy link in the SMS Terms if the final page uses a different URL.
4. Add visible links to both pages in the website footer.
5. Use the direct SMS Terms URL in the Jobber dedicated-phone-number application.
6. Ensure the business's actual consent process and any Jobber intake language remain consistent with these pages.

**Important:** This draft is designed around the Jobber requirements provided and the business information supplied. It is not legal advice and should be reviewed by qualified counsel before publication, particularly because the business operates across Massachusetts, New Hampshire, and Maine.