

Privacy Policy

Effective Date: July 13, 2026

John H. Coleman Co., LLC Privacy Policy

John H. Coleman Co., LLC (“Company,” “we,” “our,” or “us”) values your privacy. This Privacy Policy explains how we collect, use, protect, and disclose your information when you visit our website, contact us, request services, or participate in our SMS messaging program.

By using our website or services, you agree to the practices described in this Privacy Policy.

Information We Collect

We may collect information that you voluntarily provide, including:

- Name
- Address
- Email address
- Telephone number
- Mobile phone number
- Service address
- Billing information
- Payment information (processed through secure third-party payment providers)
- Information regarding your HVAC, plumbing, electrical, or related equipment
- Communications between you and our staff

We may also automatically collect limited technical information when you use our website, such as:

- IP address
 - Browser type
 - Device information
 - Pages visited
 - Website usage statistics
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How We Use Your Information

We use your information to:

- Schedule appointments
- Provide estimates
- Perform requested services
- Process payments
- Communicate regarding appointments
- Send technician arrival notifications
- Respond to customer service requests
- Maintain service records
- Improve our services
- Comply with legal obligations

If you have provided consent, we may also send promotional offers or maintenance reminders.

SMS Communications

If you opt in to receive text messages from John H. Coleman Co., LLC, we may send messages regarding:

- Appointment confirmations
- Appointment reminders
- Technician arrival notifications
- Service updates
- Estimate follow-ups
- Maintenance reminders
- Promotional messages (only if you have opted in)

Message frequency varies depending on your interactions with us.

Message and data rates may apply.

You may opt out at any time by replying:

STOP

For assistance, reply:

Contact our office.

SMS consent is not shared with third parties or affiliates for marketing purposes.

How We Share Information

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

We may share information only when necessary with trusted service providers who help us operate our business, including:

- Payment processors
- Scheduling and dispatch software providers
- Customer communication platforms
- Website hosting providers
- Marketing providers acting on our behalf
- Insurance companies when required
- Government agencies when required by law

These providers are permitted to use your information only as necessary to perform services for us.

Cookies and Analytics

Our website may use cookies and similar technologies to improve website functionality and understand visitor behavior.

You may disable cookies through your browser settings; however, some portions of the website may not function properly.

Data Security

We use commercially reasonable administrative, technical, and physical safeguards designed to protect your personal information against unauthorized access, disclosure, alteration, or destruction.

While we strive to protect your information, no method of electronic transmission or storage is completely secure, and we cannot guarantee absolute security.

Data Retention

We retain customer information only as long as reasonably necessary to:

- Provide services
 - Maintain warranty records
 - Meet legal and tax obligations
 - Resolve disputes
 - Enforce agreements
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Children's Privacy

Our services are intended for adults. We do not knowingly collect personal information from children under the age of 13.

Your Choices

You may:

- Request updates to your contact information.
- Opt out of marketing emails.
- Opt out of SMS communications by replying **STOP**.
- Contact us regarding questions about your personal information.

Certain records may be retained as required by law or for legitimate business purposes.

Third-Party Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites.

Changes to This Privacy Policy

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

Contact Us

If you have questions regarding this Privacy Policy or our privacy practices, please contact us:

John H. Coleman Co., LLC

Phone: (865) 350-5119

Website: <https://www.johnhcoleman.com>