PRIVACY POLICY

Grajeda Data and Electrical

Effective Date: October 13, 2026

Website: https://www.grajedadataandelectrical.com

Grajeda Data and Electrical ("Grajeda Data and Electrical," "we," "us," or "our") is committed to respecting your privacy and protecting the personal information you provide to us. This Privacy Policy describes how we collect, use, maintain, and disclose information when you visit our website, request services, contact our company, enroll in a membership plan, or communicate with us by phone, email, or text message.

By using our website or providing information to us, you acknowledge the practices described in this Privacy Policy.

1. Information We Collect

We may collect the following types of information, depending on your interactions with our company.

A. Personal Information

- Full name
- Phone number and mobile phone number
- Email address
- Mailing address and service address

B. Service and Membership Information

- Service requests, appointment details, and scheduling preferences
- Electrical and data service history
- Membership plan selection, enrollment information, and renewal dates
- Customer agreements, authorizations, and signatures
- Customer service communications, estimates, and invoices

C. Payment Information

If you purchase services or a membership, payment information may be processed by a third-party payment provider. Payment information is handled according to the applicable provider's privacy and security practices.

D. Website and Technical Information

When you visit our website, we or our website service providers may collect technical information such as your IP address, browser type, device information, pages viewed, and general website usage data. Cookies and similar technologies may also be used, depending on our website configuration.

E. SMS Consent and Messaging Information

If you choose to receive text messages from us, we may collect and maintain your mobile phone number, consent status, opt-in date and method, opt-out requests, and relevant messaging records. We use these records to document your preferences and administer our messaging program.

2. How We Use Your Information

We may use your information to:

- Respond to inquiries and customer service requests.
- Schedule appointments and provide electrical and data services.
- Prepare estimates, agreements, invoices, and service records.
- Enroll customers in membership plans and administer membership benefits.
- Send appointment confirmations, service updates, reminders, and billing notifications.
- Send text messages when you have provided the required consent.
- Maintain records of customer communications and messaging consent.
- Process payments and manage business transactions.
- Improve website performance, functionality, and customer experience.
- Protect against fraud, misuse, and unauthorized activity.
- Comply with legal obligations and enforce our agreements.
- We use personal information only for legitimate business purposes consistent with this Privacy Policy and applicable law.

3. SMS Messaging Privacy and No-Sharing Policy

No sharing of SMS opt-in data or consent.

Grajeda Data and Electrical respects your privacy and the consent you provide when opting in to receive SMS or text messages from us.

We do not sell, rent, share, or disclose your mobile phone number, SMS opt-in data, or text messaging consent to third parties or affiliates for any purpose.

SMS opt-in data and consent will not be shared with third parties or affiliates under any circumstances. This restriction applies across all sharing categories and remains absolute even if other sections of this Privacy Policy permit certain types of information sharing.

We may use service providers strictly as necessary to facilitate our messaging program, such as text messaging platform providers and telecommunications carriers, subject to applicable requirements. These providers may process information on our behalf to deliver messages and operate the service. They are not authorized by us to use your SMS consent or opt-in data for their own independent purposes or marketing.

We do not sell or transfer your SMS consent to other businesses so that they can send you their own promotional messages.

A. Consent to Receive Messages

We send text messages only when permitted by applicable law and based on the consent required for the relevant type of message. Depending on your consent and relationship with us, messages may include appointment reminders, service updates, customer support responses, membership notifications, or promotional communications.

Consent to receive marketing text messages is not a condition of purchasing our services.

B. Message Frequency and Charges

Message frequency may vary depending on your interactions with us, your service needs, and the messaging program you join. Message and data rates may apply depending on your wireless carrier and mobile plan.

C. Opting Out

You may opt out of text messages at any time by replying STOP to a message where supported. You may also contact us at 479-644-5607 or grajedadata@outlook.com to request that we stop sending text messages.

After processing your opt-out request, we will stop sending the applicable messages, except for any limited confirmation or communications otherwise permitted by law.

D. Getting Help

For assistance with our messaging program, reply HELP where supported or contact us at:

- **Phone:** 479-644-5607
- **Email:** grajedadata@outlook.com

4. How We Share Personal Information

We do not sell personal information to third parties as part of our ordinary business practices.

We may disclose limited information in the following circumstances:

A. Service Providers

We may share information with service providers who help us operate our business, including website hosting companies, scheduling providers, payment processors, email services, customer management systems, and SMS messaging providers.

These providers may access information only as reasonably necessary to perform services on our behalf, subject to applicable agreements and legal requirements. This general service-provider provision does not permit sharing SMS opt-in data or consent with any third parties or affiliates.

B. Employees and Authorized Contractors

We may provide relevant information to our employees, electricians, subcontractors, or authorized representatives when needed to schedule, coordinate, or complete requested services.

C. Legal Obligations and Protection

We may disclose information when required by law, court order, or valid legal process, or when reasonably necessary to protect our rights, property, customers, employees, or safety.

D. Business Transactions

If our business undergoes a merger, acquisition, restructuring, or sale of assets, information may be handled as part of that transaction, subject to applicable privacy laws and protections. SMS opt-in data and consent will remain strictly excluded from any such transfer and remain subject to the restrictions in Section 3.

5. Cookies and Tracking Technologies

Our website or its service providers may use cookies and similar technologies to operate the website, remember preferences, understand website traffic, and improve functionality. You can manage cookies through your browser settings. Disabling certain cookies may affect website features.

The specific tracking technologies used depend on our website configuration. We will update this policy if our practices materially change.

6. Data Security

We take reasonable administrative, technical, and organizational measures designed to protect personal information from unauthorized access, loss, misuse, alteration, or disclosure.

However, no method of electronic transmission or storage is completely secure. We cannot guarantee absolute security of information transmitted to or stored by us.

If a data breach occurs, we will take appropriate action and provide notifications when required by applicable law.

7. Data Retention

We retain personal information for as long as reasonably necessary to provide services, manage memberships, maintain business and financial records, resolve disputes, enforce agreements, and meet legal obligations.

SMS consent and opt-out records may be retained as reasonably necessary to document consent, honor opt-out requests, maintain compliance records, and prevent unwanted communications.

When information is no longer needed, we will take reasonable steps to delete, destroy, or de-identify it, subject to legal and recordkeeping requirements.

8. Your Privacy Rights and Choices

Depending on applicable law, you may have the right to:

- Request access to personal information we maintain about you.
- Request correction of inaccurate personal information.
- Request deletion of certain personal information.
- Opt out of marketing communications.
- Withdraw consent for certain communications.
- Exercise other privacy rights provided by applicable law.

We may need to verify your identity before processing a request. Some information may need to be retained to meet legal obligations or establish, exercise, or defend legal claims. To make a privacy request, contact us using the information in Section 13.

9. Third-Party Websites and Services

Our website may contain links to third-party websites or services. Those websites may have separate privacy policies and data practices.

We are not responsible for the privacy practices or content of third-party websites that we do not control. We encourage you to review their privacy policies before providing information.

10. Children's Privacy

Our website and services are not directed toward children under 13. We do not knowingly collect personal information online from children under 13 in circumstances where parental consent or other protections are required by law.

If we learn that we have collected information from a child in violation of applicable law, we will take appropriate steps to address it.

11. State and Federal Privacy Laws

We seek to handle personal information in accordance with applicable federal and state privacy, consumer protection, and communications laws.

Privacy rights and business obligations may vary depending on where you live, the type of information collected, and the laws applicable to our business.

Nothing in this Privacy Policy is intended to limit any right or protection that cannot lawfully be limited or waived.

12. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our business, website, communications practices, or legal requirements.

Any changes will be posted on this page with an updated effective date. Where required by law, we will provide additional notice or obtain consent for material changes. We encourage you to review this Privacy Policy periodically.

13. Contact Information

If you have questions about this Privacy Policy, our data practices, or your privacy choices, please contact us.

Grajeda Data and Electrical

Phone: 479-644-5607

Email: grajedadata@outlook.com

Website: https://www.grajedadataandelectrical.com

You may contact us to request access to your information, correct inaccurate information, ask questions about our SMS messaging practices, or request that we stop sending text messages.

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“All sharing categories described in this Privacy Policy exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.”