

## Privacy Policy

**Effective Date:** January 01, 2024

**Last Updated:** February 02, 2026

### 1. Introduction

Freedom Fence & Deck, LLC (“we,” “us,” or “our”) values your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, and share information when you interact with us through our website, phone calls, email, and SMS/text messaging.

We are a contractor providing **fence, deck, patio, and screen room installation services**, operating primarily in **Maryland**, with services offered in **Washington, DC, Virginia, and Delaware**.

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### 2. Information We Collect

We may collect personal information including, but not limited to:

- Name
- Phone number
- Email address
- Property or project address
- Project details, preferences, and estimates
- Records of communications (calls, emails, and text messages)

Information is collected when you:

- Request an estimate or consultation
- Submit forms on our website
- Contact us by phone, email, or text
- Become a customer or request services
- Opt in to receive SMS or email communications

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### 3. How We Use Your Information

We use your personal information solely for legitimate business purposes, including:

- Scheduling estimates, installations, and service appointments
- Providing job updates, progress notifications, or delay notices
- Responding to customer inquiries and service requests

- Sending promotional messages, discounts, or sales offers
- Improving operations, services, and customer experience

We do not use your information for purposes unrelated to our services.

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#### **4. SMS & Email Communications (Consent)**

By providing your phone number and/or email address, you consent to receive communications from us and our authorized partners related to:

- Scheduling and appointment confirmations
- Project updates and service notifications
- Customer service communications
- Promotions, discounts, and marketing offers

Message frequency may vary.

Standard message and data rates may apply.

Consent to receive SMS or email communications is **not a condition of purchase**.

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#### **5. Opt-Out & Unsubscribe**

You may withdraw consent at any time:

- **SMS:** Reply **STOP** to any text message to unsubscribe
- **Email:** Click the **unsubscribe link** in any promotional email
- You may also contact us directly to request removal

After opting out, you may still receive essential communications related to an active project, warranty obligations, or legal requirements.

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#### **6. Sharing of Information**

We may share personal information only as necessary with:

- Trusted subcontractors or partners involved in estimating, scheduling, installation, marketing or service fulfillment
- Service providers that support our communications, customer management, or business operations (including SMS and email platforms)

We **do not sell or rent** personal information to unaffiliated third parties for independent marketing purposes.

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## **7. Business Transfers**

If Freedom Fence & Deck, LLC is involved in a **merger, acquisition, sale of assets, reorganization, or sale of the business**, personal information collected from customers and prospects may be transferred as part of that transaction.

In such an event, the acquiring entity will be permitted to use your information in a manner consistent with this Privacy Policy and for the continued operation of the business, including customer communications, service fulfillment, and marketing.

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## **8. Data Security**

We implement reasonable administrative, technical, and physical safeguards to protect personal information against unauthorized access, loss, misuse, or disclosure. While we take data security seriously, no system can be guaranteed to be completely secure.

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## **9. State Privacy Rights**

Residents of **Maryland, Washington DC, Virginia, PA, and Delaware** may have rights under applicable state privacy laws, which may include the right to:

- Request access to personal information we hold about you
- Request correction or deletion of your information
- Withdraw consent for marketing communications

Requests may be submitted using the contact information below.

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## **10. Children's Privacy**

Our services are not intended for individuals under the age of 18, and we do not knowingly collect personal information from minors.

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## **11. Changes to This Policy**

We may update this Privacy Policy periodically. Any changes will be posted on our website with an updated effective date. Continued use of our services after changes are posted constitutes acceptance of the revised policy.

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## **12. Contact Us**

If you have questions about this Privacy Policy or how your information is handled, please contact:

**Freedom Fence & Deck**

**Phone:** (443) 271-6841

**Email:** [HR@freedomfenceanddeck.com](mailto:HR@freedomfenceanddeck.com)

**Website:** <https://www.freedomfenceandhome.com/>

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