

# Privacy Policy

## Effective Date: June 4, 2025

Thank you for visiting Big Red Roofing of North Carolina, LLC's ("we," "us," or "our") website. This Privacy Policy outlines how we collect, use, and protect the information you provide to us through our website. By accessing or using our website, you agree to the terms and conditions of this Privacy Policy.

## 1. Information Collection and Use

### 1.1 Personal Information

We may collect personal information from you when you voluntarily provide it to us through our website. This may include, but is not limited to, your name, email address, phone number, and any other information you choose to provide.

### 1.2 Use of Personal Information

We may use your personal information for the following purposes:

- To respond to your inquiries or provide information you requested.
- To process and fulfill your requests for services or products.
- To communicate with you regarding our services, promotions, or updates.
- To improve our website and enhance your user experience.
- To comply with applicable laws, regulations, or legal obligations.

## 2. Handling of Phone Numbers

### 2.1 Statement of Non-Sharing

We respect your privacy and will not share your phone number with third parties unless required by law or with your explicit consent.

### 2.2 Text Message Frequency

We may use your phone number to send text messages for various purposes, including but not limited to appointment reminders, service updates, promotional offers, and responses to inquiries. The frequency of text messages may vary, but on average, we send approximately five text messages per month or in response to inquiries.

### 2.3 Message and Data Rates May Apply Disclosure

When you provide your phone number for text message communication, you acknowledge that standard message and data rates may apply according to your service plan with your mobile carrier. You are responsible for any costs or fees associated with text message usage.

## 3. Information Security

We implement appropriate security measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. However, please note that no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

## 4. Third-Party Websites

Our website may contain links to third-party websites. Please note that we are not responsible for the privacy practices or content of those websites. We encourage you to review the privacy policies of any third-party websites you visit.

## 5. Changes to this Privacy Policy

We reserve the right to modify or update this Privacy Policy at any time. Any changes will be effective immediately upon posting the updated Privacy Policy on our website. It is your responsibility to review this Privacy Policy periodically for any updates.

## 6. Contact Us

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

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1144 Executive Circle  
Suite 220  
Cary, NC, 27511  
[info@bigred-roofing.com](mailto:info@bigred-roofing.com)