

Privacy & SMS Policy

Effective Date: May 1, 2026

1. Introduction

At Carmel Glass & Mirror LLC, your privacy and the security of your personal information are important to us. This Privacy & SMS Policy explains how we collect, use, protect, and communicate your information, including through SMS/text messaging.

2. Information We Collect

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

- Name, address, and contact information (email address, phone number)
- Information related to services requested (project details, estimates, orders)
- Mobile phone numbers for SMS communications

We collect only the information necessary to provide, improve, and personalize our services.

3. How We Use Your Information

Your information may be used to:

- Provide and manage estimates, orders, and services
 - Communicate scheduling and installation updates
 - Send appointment reminders and confirmations
 - Provide customer support and respond to inquiries
 - Send service-related notifications
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4. Sharing Your Information

- We do **not sell or share your personal information** with third parties for marketing or promotional purposes.
- We may share information with trusted service providers only as necessary to deliver our services, and only under strict confidentiality obligations.

- No mobile information will be shared with third parties or affiliates for marketing or promotional purposes.
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5. SMS/Text Messaging

Consent to Receive Messages

By providing your mobile phone number, you consent to receive SMS/text messages from Carmel Glass & Mirror LLC. Consent is not a condition of purchase. Opt-in may occur through in-person interactions or verbal agreement.

Types of Messages

Messages may include:

- Appointment reminders
- Scheduling and installation updates
- Payment reminders
- Project-related follow-up communications

Message Frequency

Message frequency may vary depending on your interaction with us.

Message & Data Rates

Message and data rates may apply depending on your mobile carrier plan.

Opt-Out Instructions

You may opt out of receiving SMS messages at any time by replying **STOP**. After opting out, you will receive a final confirmation message and no further messages will be sent.

Help Instructions

Reply **HELP** for assistance or contact us using the information below.

6. Data Security

We implement reasonable and industry-standard security measures to protect your personal information, including secure systems and restricted access. However, no method of transmission or storage is completely secure, and we cannot guarantee absolute security.

7. Your Rights

You have the right to:

- Access your personal information
- Request corrections to your information
- Opt out of communications
- Request deletion of your information where legally permitted

To make a request, please contact us using the information below.

8. Policy Updates

We may update this policy from time to time. Any updates will be posted on this page with a revised effective date. Continued use of our services indicates your acceptance of any updates.

9. Contact Us

Carmel Glass & Mirror LLC

Phone: 317-846-4864

Email: customerservice@carmelglass.com

Business Hours: Monday - Friday, 8:00 AM - 5:00 PM