

Privacy Policy

Effective date: August 20, 2026

1. Introduction

Exterior Property Specialists ("Company," "we," "us," or "our") respects your privacy. This Privacy Policy explains what information we collect, how we use it, and the choices you have, when you visit our website, request a quote, or book a service with us.

2. Information We Collect

We collect information you provide directly to us, including:

- Contact details: name, mailing/service address, phone number, and email address
- Service details: property information, service requests, photos of the property related to the job, and notes about access or preferences
- Payment information: billing details processed through our payment provider (we do not store full card numbers on our own systems)
- Communications: messages, texts, calls, or emails you send us, including appointment confirmations and reminders

We may also automatically collect limited technical information when you visit our website or booking pages, such as browser type, device type, and general usage data (e.g., pages visited), typically through standard analytics or cookies.

3. How We Use Your Information

- Schedule, confirm, and provide the services you request
- Send appointment reminders, invoices, receipts, and service-related updates
- Process payments
- Respond to inquiries and provide customer support
- Improve our services, website, and booking process
- Send promotional offers or updates, where you have not opted out
- Comply with legal, tax, and accounting obligations

4. How We Share Your Information

We do not sell your personal information. We share information only as needed to operate our business, including with:

- Service providers that support our operations, such as our scheduling/invoicing platform (Jobber) and payment processor, who process data on our behalf under their own privacy and security obligations
- Team members and subcontractors who need the information to perform the requested service
- Professional advisors (e.g., accountant, insurer) where necessary
- Authorities, if required by law, to protect our rights, or to respond to a legal request

5. Text and Email Communications

By providing your phone number or email, you consent to receive appointment-related texts, calls, and emails from us. You may opt out of marketing messages at any time by replying "STOP" to a text, using the unsubscribe link in an email, or contacting us at info@exteriorpropertyspecialists.com. You will still receive essential service communications (such as appointment confirmations) related to services you've booked, where reasonably necessary to fulfill that service.

6. Photos

We may take before-and-after photos of completed work for quality control and marketing. We will not publicly share images that identify your name or specific address without your permission. You can ask us not to photograph your property at any time.

7. Data Retention

We retain client and service records for as long as reasonably necessary to provide services, maintain accurate business and tax records, and comply with legal obligations, after which we delete or de-identify the information.

8. Data Security

We use reasonable administrative and technical safeguards to protect your information, including relying on reputable third-party platforms (such as our scheduling and payment providers) that maintain their own security standards. No method of transmission or storage is completely secure, and we cannot guarantee absolute security.

9. Your Choices and Rights

You may:

- Ask us to correct or update your contact information
- Opt out of marketing communications at any time
- Request a copy of the personal information we hold about you, or ask us to delete it, subject to our legal and business record-keeping needs

To make a request, contact us at info@exteriorpropertyspecialists.com or (404) 302-0712. Depending on where you live, you may have additional rights under applicable state privacy law; we will honor valid requests to the

extent required.

10. Children's Privacy

Our services are intended for adults and businesses. We do not knowingly collect personal information from children.

11. Changes to This Policy

We may update this Privacy Policy from time to time. The updated version will be posted on our website with a revised effective date.

Exterior Property Specialists

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Email: info@exteriorpropertyspecialists.com