

# PRIVACY POLICY

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Last Updated: 9/26/2024

This privacy Policy ("Policy") explains the information collection, use, and sharing practices of Heartland Electric, LLC.

**Heartland Electric LLC "DOES NOT" share customer information with any parties whatsoever. Any information received is for the use of our office for conducting business with its customers only. We will never sell or share your information for any purpose.**

Unless otherwise stated, the Policy describes and governs the information collection, use, and sharing practices of Heartland Electric, LLC with respect to your use of our website ([www.heartlandelectric.biz](http://www.heartlandelectric.biz)) and services ("Services") we provide and/or host on our servers.

If you do not agree to this privacy policy, please do not use our Services.

## Our Principles

Heartland Electric, LLC has designed this policy to be consistent with the following principles:

- Privacy policies should be human readable and easy to find
- Data collection, storage, and processing should never be shared or sold without the consent of the person providing the information.
- Data practices should always meet the expectations of the person sharing the information.

## We Do Not Collect Information for Use Outside of Performance of Work

We only collect information when you provide information directly to us for interoffice use only. We do not collect information from third parties, unless we are working with another contractor who already has your information and is providing it to us to work as a sub-contractor for your electrical work.

## Information We Share

We do not share your personal information with outside parties.

## SMS Messaging

Heartland Electric respects your privacy. By opting into our SMS messaging service, you agree to the following terms regarding how we handle your data:

**Data Collection:** We will collect your name, email address, mailing address, and mobile phone number when you request a service. The information will be collected via the website contact form, email, or text message.

**Data Usage:** We use your data solely for sending reminders related to our services and to offer customer support.

**Data Security:** We protect your data with secure storage measures to prevent unauthorized access.

**Data Retention:** We retain your information as long as you are an existing customer of Heartland Electric to contact you. You may request deletion at any time.

**MESSAGE AND DATA RATES MAY APPLY:** Your mobile carrier may charge fees for sending or receiving text messages, especially if you do not have an unlimited texting or data plan.

Messages frequency varies.

Contact Heartland Electric at (309) 808-1560 and (309) 664-0162, or [office@heartlandelectric.biz](mailto:office@heartlandelectric.biz) for HELP or to STOP receiving messages.

**Opt-Out:** You can opt out of the SMS list at any time by texting, emailing, or replying STOP to [office@heartlandelectric.biz](mailto:office@heartlandelectric.biz) or (309) 808-1560 and (309) 664-0162. After unsubscribing, you will receive a final SMS to confirm you have unsubscribed, and we will remove your number from our list within 24 hours.

You can send HELP for additional assistance, and you will receive a text including our Phone number, email, and website. We are here to help you.

**Non-Sharing Clause:** We do not share your data with third parties for marketing purposes. Heartland Electric will not sell, rent, or share the collected mobile numbers.

Sincerely,



Will Hancock, President