Crew Restoration SMS Privacy Policy

Effective Date: August 19, 2026

Crew Restoration respects your privacy and is committed to protecting information collected through our appointment scheduling and SMS communications.

This SMS Privacy Policy explains how Crew Restoration collects, uses, protects, and handles information associated with our SMS appointment reminder program.

1. Information We Collect

When you schedule an appointment or request services from Crew Restoration, we may collect information necessary to provide and manage those services.

This may include:

- Name
- Mobile telephone number
- Email address
- Appointment date and time
- Service address
- Appointment or service information
- Communications with Crew Restoration
- Responses to SMS messages
- SMS consent and opt-in records
- SMS opt-out requests

2. How We Use Mobile Information

Crew Restoration may use your mobile telephone number to send service-related communications, including:

- Appointment confirmations
- Appointment reminders
- Appointment changes
- Scheduling and rescheduling notices
- Cancellation notices
- Arrival notifications
- Service updates
- Requests for information related to your appointment
- Other communications directly related to services you have requested

We do not use appointment-reminder consent as permission to send unrelated marketing messages.

3. SMS Consent Information

Crew Restoration maintains records of SMS consent for purposes of administering our messaging program and demonstrating compliance with applicable requirements.

Your SMS consent is specific to Crew Restoration.

Your SMS opt-in information, including your mobile telephone number and consent to receive text messages, will not be sold, rented, transferred, or shared with third parties or affiliates for their own marketing or promotional purposes.

This restriction specifically applies to SMS consent and mobile information.

4. Service Providers

Crew Restoration may use trusted third-party service providers to help us operate our business.

These providers may include companies that provide:

- Appointment scheduling
- Customer relationship management
- SMS/text message delivery
- Website services
- Information technology
- Data storage
- Business administration

These service providers may process information solely as necessary to provide services to Crew Restoration.

Mobile telephone numbers and SMS opt-in/consent information will not be provided to third parties for their own marketing or promotional purposes.

5. No Sale of Mobile Information

Crew Restoration does not sell, rent, lease, or trade mobile telephone numbers or SMS consent information.

We do not sell SMS opt-in information to lead generators, advertisers, marketing companies, data brokers, or other businesses.

SMS consent is not transferable between businesses.

6. Appointment Information

Appointment and service information may be used to communicate with you regarding services requested from Crew Restoration.

For example, we may send a text message reminding you that a Crew Restoration representative is scheduled to visit your property.

7. Opting Out of SMS

You may withdraw your consent to receive SMS communications at any time by replying:

STOP

to an applicable Crew Restoration text message.

You may also contact us directly:

813-838-5961
info@crewrestoration.net

Opting out of SMS communications will not affect your ability to request services from Crew Restoration.

However, if you opt out, we may need to communicate with you through another available method, such as telephone or email, regarding scheduled services.

8. Help

For assistance, reply:

HELP

or contact Crew Restoration at:

813-838-5961
info@crewrestoration.net

9. Message Frequency

Message frequency varies depending on your appointment schedule and interactions with Crew Restoration.

You may receive multiple messages when an appointment is scheduled, changed, confirmed, or approaching.

10. Message and Data Rates

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

Crew Restoration does not control or determine charges imposed by your wireless carrier.

11. Data Security

Crew Restoration uses reasonable administrative, technical, and organizational safeguards designed to protect information from unauthorized access, use, disclosure, or alteration.

No electronic system or method of transmission can be guaranteed to be completely secure.

12. Data Retention

Crew Restoration may retain appointment records, communications, and SMS consent records as reasonably necessary for business operations, customer service, recordkeeping, dispute resolution, legal compliance, and other legitimate business purposes.

13. Children's Privacy

Crew Restoration's services and SMS communications are intended for adults and are not knowingly directed toward children under the age of 13.

14. Changes to This Privacy Policy

Crew Restoration may update this SMS Privacy Policy periodically.

Any material changes will be reflected by updating the effective date and posting the revised policy on our website.

15. Contact Us

Questions regarding this SMS Privacy Policy may be directed to:

Crew Restoration
13080 Willow Grove Dr.
Riverview, FL 33579
Phone: 813-838-5961
Email: info@crewrestoration.net
Website: www.crewrestoration.net

SMS Privacy Disclosure

Crew Restoration does not sell, rent, or share your mobile telephone number or SMS opt-in/consent information with third parties or affiliates for their own marketing or promotional purposes. SMS consent is specific to Crew Restoration and is not transferable or sold to another business.