

## Privacy Policy for Bergen Plumbing, Heating, and Cooling, Inc.

**Effective Date: 17 September 2024**

Bergen Plumbing, Heating, and Cooling, Inc. (“we,” “our,” or “us”) operates the websites <https://noworrycomfort.com> and <https://www.bergenphc.com> (the “Websites”). This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our Websites, interact with us through phone or in person, or use our services.

By using our Websites or contacting us at 319-234-1404, you agree to the terms outlined in this Privacy Policy. If you do not agree with the terms of this Privacy Policy, please do not access the Websites or provide any information to us.

### 1. Information We Collect

We collect both personal and non-personal information to provide you with quality service. The types of information we collect include:

- **Personal Information:** This includes any information that can be used to identify you personally, such as:
  - Name
  - Email address
  - Mailing address
  - Phone number
  - Payment information (e.g., credit card details, billing address)
  - Details about the services you request or purchase
- **Cookies and Tracking Technologies:** We use cookies and similar tracking technologies to enhance your experience on our Websites. These technologies help us understand how you use our Websites and improve our services.

### 2. How We Use Your Information

We use the information we collect for various purposes, including but not limited to:

- Providing and managing our services, including scheduling appointments and processing payments
- Communicating with you, including responding to inquiries or sending updates about your service requests
- Sending promotional materials, special offers, or other marketing communications
- Improving our Websites and services based on your feedback and usage patterns
- Complying with legal requirements and protecting our rights or the rights of others

### 3. How We Share Your Information

We do not sell your personal information to third parties. However, we may share your information in the following situations:

- **Service Providers:** We may share your information with third-party service providers that assist us in delivering our services, such as payment processors or email service providers.
- **Legal Requirements:** We may disclose your information if required by law, such as in response to a subpoena or legal process, or to protect our rights, safety, or property.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your personal information may be transferred to the acquiring entity.

## 4. Data Security

We implement reasonable security measures to protect your information from unauthorized access, disclosure, alteration, or destruction. However, no internet-based system is completely secure, and we cannot guarantee the absolute security of your information.

## 5. Your Choices and Rights

You have certain rights regarding your personal information, including:

- **Access and Correction:** You may request access to or correction of your personal information by contacting us.
- **Opt-Out of Marketing Communications:** You may unsubscribe from our marketing communications at any time by following the opt-out instructions provided in those emails or by contacting us directly.
- **Cookies:** Most web browsers allow you to control cookies through your browser settings. However, disabling cookies may limit your ability to use certain features of our Websites.

## 6. Third-Party Websites

Our Websites may contain links to third-party websites that are not operated by us. This Privacy Policy does not apply to those websites, and we are not responsible for the privacy practices of third parties. We recommend reviewing the privacy policies of any third-party sites you visit.

## 7. Children's Privacy

Our Websites and services are not intended for use by individuals under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that we have collected such information, we will take steps to delete it.

## 8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with the updated effective date. We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your information.

## **9. Contact Us**

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

**Bergen Plumbing, Heating, and Cooling, Inc.**

Phone: 319-234-1404 or [info@bergenphc.com](mailto:info@bergenphc.com)

Website: <https://noworrycomfort.com> | <https://www.bergenphc.com>

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This Privacy Policy ensures compliance with legal requirements and builds trust with your customers by transparently explaining how their data is collected, used, and protected.