

REACH Cooling Privacy Policy

Effective Date: August 01, 2024

1. Introduction

At REACH Cooling, we are committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. This Privacy Policy outlines how we collect, use, disclose, and protect your information when you visit our website, use our services, or interact with us in any way.

2. Information We Collect

- **Personal Information:** We may collect personal information such as your name, email address, phone number, mailing address, and payment information when you register on our site, place an order, subscribe to our newsletter, or contact us.
- **Non-Personal Information:** We may also collect non-personal information such as your IP address, browser type, device information, and browsing behavior on our website.

3. How We Use Your Information

- **To Process Transactions:** We use your personal information to process your orders, manage your account, and provide customer service.
- **To Improve Our Website:** We may use information about your visits to analyze site usage, improve our services, and enhance your browsing experience.
- **Marketing Communications:** With your consent, we may use your information to send you promotional materials, special offers, or other communications that may interest you.
- **Compliance and Legal Obligations:** We may use your information to comply with applicable laws, regulations, and legal processes.

4. Information Sharing and Disclosure

- **Third-Party Service Providers:** We may share your information with trusted third-party service providers who assist us in operating our website, conducting our business, or servicing you, provided that those parties agree to keep this information confidential.
- **Legal Requirements:** We may disclose your information when required by law or in response to legal processes, such as court orders or subpoenas.
- **Business Transfers:** In the event of a merger, acquisition, or sale of our assets, your information may be transferred to the new owners.

5. Cookies and Tracking Technologies

- **Cookies:** Our website uses cookies to enhance your experience. Cookies are small files stored on your device that help us remember your preferences, track usage patterns, and customize our content.
- **Analytics:** We may use third-party analytics services to monitor and analyze web traffic. These services may collect information about your use of our website.

6. Data Security

We take reasonable measures to protect your personal information from unauthorized access, use, or disclosure. However, no method of transmission over the Internet or electronic storage is 100% secure, so we cannot guarantee its absolute security.

7. Your Choices and Rights

- **Opt-Out:** You can opt out of receiving marketing communications from us at any time by following the unsubscribe link in our emails or contacting us directly.
- **Access and Correction:** You have the right to access and correct any personal information we hold about you. Please contact us to make any necessary changes.
- **Data Deletion:** You may request the deletion of your personal information, subject to certain legal obligations that may require us to retain some data.

8. Third-Party Links

Our website may contain links to third-party sites that are not operated by us. We are not responsible for the content or privacy practices of these sites. We encourage you to review the privacy policies of any third-party sites you visit.

9. Children's Privacy

Our services are not directed to children under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that we have collected personal information from a child under 13, we will take steps to delete it.

10. Changes to This Privacy Policy

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



11. Contact Us

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

REACH Cooling

Address: 625 East 10th Avenue
Hialeah, FL 33010 USA

Office Number: 305.863.6360

Email: customerservice@reachcooling.com