

Privacy Policy

Effective Date: January 1st, 2024 (Updated November 1st, 2024)

Hearthstone Inspection Services, Inc. values your privacy and is committed to protecting your personal information while ensuring compliance with communication preferences. This document outlines our privacy practices and consent process for SMS text messaging.

1. Information We Collect

When interacting with our services, we may collect:

- **Contact Information:** Your name, email address, phone number, and mailing address.
- **Service Details:** Information related to the services you request, such as property details or inspection preferences.

2. How We Use Your Information

We use your personal information to:

- Provide the services you request.
- Communicate regarding service inquiries, appointments, and follow-ups.
- Share updates and occasional promotional offers.
- Improve our services and customer experience.

3. Text Messaging Consent and Usage

We use SMS text messaging to:

- Provide scheduling access.
- Send appointment reminders or updates.
- Share follow-up information about inspections.
- Occasionally deliver promotional offers or service updates.

Opt-In Process

1. Initial Opt-In:

When you provide your phone number via our scheduling line, website chat, or other methods, you may receive a text message from us.

2. Confirmation (Second Opt-In):

A confirmation message will be sent stating:

“Thank you for choosing Hearthstone Inspection Services, Inc.! Reply YES to confirm you wish to receive SMS updates, appointment reminders, and promotional offers. Msg&data rates may apply.”

By replying "YES," you explicitly consent to receive text messages.

Opt-Out Rights

- Reply **STOP** to any message to opt out of SMS communications.
- Reply **HELP** for assistance or contact us at (401) 635-2242 or info@hearthstoneinspections.com.

4. No Sharing or Selling of Personal Information

We will not share or sell your personal information or phone number to third parties for marketing. Third-party service providers assisting in our business operations are required to maintain confidentiality and use your information solely for service delivery.

5. Data Privacy and Security

We respect your privacy and strive to protect your information. However, while we implement reasonable safeguards, no method of electronic transmission is entirely secure.

6. Your Rights

You have the right to:

- Access and review the personal information we hold.
- Request corrections to inaccurate or incomplete information.
- Request deletion of personal information (subject to legal exceptions).

To exercise these rights, contact us at info@hearthstoneinspections.com.

7. Record of Consent

We maintain records of SMS consent, including:

- Date/Time of Initial Opt-In.
- Phone Number provided.
- Confirmation Text Sent and Customer Reply.

If you wish to verify your consent status, contact us at (401) 635-2242 or info@hearthstoneinspections.com.

8. Changes to This Policy

This policy may be updated periodically. Any changes will be posted with the updated effective date.

9. Contact Us

If you have any questions or concerns, please reach out to us at:
Hearthstone Inspection Services, Inc.
11 West Park St., Providence, RI 02908
Phone: (401) 635-2242
Email: info@hearthstoneinspections.com

By using our services or opting into SMS communications, you agree to this policy. Thank you for trusting Hearthstone Inspection Services.