

Privacy Policy

1. Introduction

Kintech Heating and Cooling INC. (“Kintech,” “we,” “us,” or “our”) respects your privacy and is committed to protecting your information. This Privacy Policy describes our data practices when you use our website (www.kintechhvac.com) and services.

2. Information We Collect

We may collect various types of information, including:

- **Contact Information:** Name, email, address, and phone number when you request services or contact us.
- **Service Data:** Information about your HVAC needs for fulfilling requests.
- **Payment Information:** We collect and may securely store credit card information for service transactions with your consent. All payment data is managed through ServiceTitan, an industry-leading, secure software platform, to ensure data protection.
- **Website and Usage Data:** Collected automatically through cookies, Google Tag Manager, and embedded YouTube/Vimeo videos, such as IP addresses, browser type, and site Activity.

3. Data Collection Methods

We gather information in the following ways:

- **Direct Input:** Information you provide directly through forms, service requests, or communication with us.
- **Automated Technologies:** Data collected automatically through cookies, analytics tools, and tracking technologies to enhance website experience.

4. Use of Information

We use collected data to:

- **Deliver Services:** Fulfill and manage your service requests.
- **Communicate with Customers:** Respond to inquiries and send service updates.
- **Optimize User Experience:** Enhance website performance using analytics from Google Tag Manager.
- **Marketing:** Deliver relevant ads through platforms like Facebook and improve ad targeting. You may opt out of marketing communications at any time by following instructions in our communications or by contacting us directly.

5. Data Sharing and Disclosure

We respect your privacy and do not sell personal data, including phone numbers or opt-in data, to third parties for marketing purposes.

Information may be shared only in the following situations:

- **Service Providers:** Trusted third parties that assist in delivering our services, including SMS communication platforms, payment processors, and analytics providers. These providers are contractually obligated to protect your data and use it solely for the services they provide to us.

- Telecommunications Providers: Carriers and messaging platforms as necessary to facilitate SMS communications, ensure compliance, and maintain message delivery.
- Legal Compliance: Regulatory authorities or other parties as required by law, such as in response to court orders or legal processes.

Your data will not be shared with any third parties for their independent marketing purposes. We take all reasonable steps to safeguard your information and use it only for legitimate business purposes.

6. Cookies, Google Tag Manager, and Embedded Videos

Our website uses cookies and tracking technologies to analyze interactions and optimize functionality. Types of cookies include:

- Functional Cookies: Ensure website features work as expected.
- Analytical Cookies: Collect data to help us understand website performance and improve services.

You may manage cookies through browser settings, though disabling cookies may impact Functionality.

7. Third-Party Interactions and Social Media Platforms

When you interact with our content on third-party platforms like YouTube, Instagram, or Facebook, those platforms may track your activity independently if you are logged into your accounts. We recommend reviewing each platform's privacy policy to understand their data practices, as they operate outside our control.

8. Your Privacy Rights

Depending on applicable privacy laws, you may have the right to:

- Access and Correct Data: Request access to or correction of your personal information.
- Data Deletion: Request deletion of your information in specific cases.
- Opt-Out of Marketing: Unsubscribe from marketing communications or adjust tracking preferences.

9. Data Security

We employ technical and organizational measures to protect your personal data, but please note that no method of transmission is entirely secure.

10. Policy Updates

This Privacy Policy may be updated periodically. Changes will be posted on this page, and continued use of our services constitutes acceptance of these updates.

11. Contact Information

For any questions or requests regarding this Privacy Policy, please contact us using the information provided on our website.