

Privacy Policy

River and Ridge Contracting LLC

Effective Date: May 6, 2026

Location: Lancaster, Pennsylvania

Website: www.riverandridgecontracting.com

Contact: mark@riverandridgecontracting.com / 717-283-9615

1. Introduction

River and Ridge Contracting LLC respects your privacy. This Privacy Policy explains how we collect, use, store, and protect information from customers, website visitors, prospective customers, vendors, and others who interact with our business.

This policy applies to information collected through our website, phone calls, emails, text messages, estimate requests, service appointments, invoices, and other business communications.

2. Information We Collect

We may collect the following types of information:

- **Contact information**, such as your name, address, email address, and phone number.
- **Project information**, such as service location, photos you provide, project details, measurements, repair needs, appointment notes, and communications about the work requested.
- **Billing and payment information**, such as invoice details, payment status, and limited payment-related records. We do not intentionally store full credit card numbers unless handled through a secure third-party payment processor.
- **Website information**, such as your IP address, browser type, device information, pages visited, and how you interact with our website.
- **Communications**, including emails, text messages, voicemails, forms, and other messages you send to us.

3. How We Use Your Information

We use your information to:

- Provide estimates, services, repairs, installations, or contracting work.
- Schedule appointments and communicate with you.
- Prepare invoices, process payments, and maintain business records.
- Respond to questions, requests, complaints, or warranty/service issues.
- Send service updates, appointment reminders, or follow-up communications.
- Improve our website, customer service, and business operations.
- Comply with legal, tax, insurance, licensing, and recordkeeping obligations.
- Protect our business, customers, property, and legal rights.

4. How We Share Information

We do not sell your personal information.

We may share information only when reasonably necessary, including with:

- Payment processors.
- Accounting, bookkeeping, tax, or legal professionals.
- Insurance providers.
- Subcontractors, suppliers, or vendors involved in completing your project.
- Software providers used for scheduling, invoicing, email, website hosting, or customer management.
- Government agencies, courts, regulators, or law enforcement when required by law.

We only share the information needed for the relevant purpose.

5. Subcontractors and Vendors

For some projects, we may use subcontractors, suppliers, or other service providers. These parties may receive limited information necessary to perform work, deliver materials, inspect a project, process a payment, or support our business operations.

6. Cookies and Website Tracking

Our website may use cookies or similar technologies to help the site function, understand website traffic, improve user experience, and support basic analytics.

You can usually adjust your browser settings to refuse or remove cookies. Some website features may not function properly if cookies are disabled.

If we use third-party tools such as Google Analytics, online advertising pixels, embedded maps, scheduling software, or contact forms, those third parties may collect information according to their own privacy policies.

7. Text Messages and Email Communications

By providing your phone number or email address, you agree that we may contact you about estimates, appointments, project updates, invoices, service issues, and related business matters.

Message and data rates may apply for text messages. You may ask us to stop non-essential text or email communications at any time.

8. Photos, Project Images, and Testimonials

We may take photos or videos of work areas before, during, or after a project for documentation, quality control, insurance, warranty, or recordkeeping purposes.

We will not intentionally publish photos of your home, property, project, name, address, or testimonial for marketing purposes without your permission.

9. Data Security

We use reasonable administrative, technical, and physical safeguards to protect personal information from unauthorized access, disclosure, loss, misuse, or alteration.

No method of transmission or storage is completely secure. If we become aware of a data breach involving personal information, we will take appropriate steps consistent with applicable law.

10. Data Retention

We keep personal information for as long as reasonably necessary for business, tax, legal, insurance, warranty, and recordkeeping purposes.

The retention period may vary depending on the type of information, the nature of the project, legal requirements, and legitimate business needs.

11. Your Choices

You may contact us to:

- Request a copy of the personal information we maintain about you.
- Ask us to correct inaccurate information.
- Ask us to delete certain information, where legally and practically possible.
- Opt out of non-essential marketing communications.

We may need to retain certain records for legal, tax, warranty, insurance, dispute-resolution, or legitimate business reasons.

12. Children's Privacy

Our services are not directed to children under 13. We do not knowingly collect personal information from children under 13.

13. Third-Party Links

Our website may contain links to third-party websites, services, payment portals, social media pages, or scheduling platforms. We are not responsible for the privacy practices, security, or content of third-party websites or services.

14. Pennsylvania Residents

We operate in Pennsylvania and aim to handle personal information in accordance with applicable Pennsylvania and federal laws, including applicable data breach notification requirements.

15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The updated version will be posted on our website with a revised effective date. Continued use of our website or services after changes are posted means you accept the updated policy.

16. Contact Us

For questions about this Privacy Policy or how we handle personal information, contact us at:

River and Ridge Contracting LLC

Lancaster, PA

Website: www.riverandridgecontracting.com

Email: mark@riverandridgecontracting.com

Phone: 717-283-9615

This template is provided for general business use and should be reviewed by legal counsel if the business collects sensitive information, uses advanced tracking/advertising tools, stores payment information, or has special regulatory obligations.