

Privacy Policy

Effective Date: 1 JAN 2025

Gill Heating and Air Inc (“Company,” “we,” “our,” or “us”) values your trust and respects your privacy. This Privacy Policy explains how we collect, use, and protect personal information when you use our services, visit our website, or interact with us in any way.

1. Information We Collect

We may collect the following types of information:

- **Personal Information:** Name, address, phone number, email, and payment information when you request service or make a purchase.
- **Service Information:** Details about your HVAC systems, service history, and property access information (if provided for service calls).
- **Website/Online Data:** IP address, browser type, device information, and usage data when you visit our website.
- **Communications:** Emails, texts, or phone call records related to service scheduling, billing, or customer support.

2. How We Use Your Information

We use your information to:

- Provide HVAC installation, repair, and maintenance services.
- Process payments and send invoices/receipts.
- Communicate service reminders and updates.
- Improve our services and website functionality.
- Comply with legal obligations or enforce our agreements.

3. Sharing of Information

We do not sell or rent your personal information. We may share limited data only in the following cases:

- **Service Providers:** With trusted third parties (such as payment processors or scheduling platforms) that help us deliver services.
- **Legal Compliance:** If required by law, court order, or government regulation.
- **Business Transfers:** In the event of a merger, sale, or acquisition of the Company.
- No mobile opt in data will be shared with affiliates for marketing purposes under any circumstances.

4. Data Protection

We use reasonable physical, electronic, and administrative safeguards to protect your personal information from unauthorized access, loss, misuse, or disclosure. However, no system is 100% secure, and we cannot guarantee absolute security.

5. Your Choices

- **Access & Correction:** You may request to review, update, or delete your personal information by contacting us.

6. Cookies & Tracking (Website Visitors)

Our website may use cookies and similar technologies to enhance your browsing experience, analyze site traffic, and improve services. You can manage cookie preferences through your browser settings.

7. Children's Privacy

Our services are not directed to children under 13. We do not knowingly collect information from children. If we discover such data has been collected, we will delete it promptly.

8. Georgia & U.S. Compliance

We comply with applicable privacy and consumer protection laws in Georgia and the United States, including standards related to electronic communications, data security, and fair business practices.

9. Updates to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website with a revised effective date.

10. Contact Us

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

Gill Heating and Air Inc
Phone: 770-921-8500
Email: info@gillair.com