

# Privacy Policy

**Effective date: October 16, 2026**

Carolina Repair Solutions respects your privacy. This Privacy Policy explains how we collect, use, share, and protect information when you visit our website, request an estimate, schedule a consultation, or communicate with us.

## Information We Collect

We may collect information that you voluntarily provide, including:

- Your name
- Email address
- Telephone number
- Property or service address
- Requested service
- Preferred appointment date or time
- Information about your property or project
- Photographs, files, or other information you choose to submit
- Communications sent through our website, email, telephone, text message, or social media

Our website platform and related service providers may also collect certain technical information automatically, including:

- Internet Protocol address
- Browser and device type
- General location information
- Pages visited and time spent on the website
- Referring website or source
- Cookie and website-usage information

## How We Use Information

We may use collected information to:

- Respond to questions and estimate requests
- Schedule consultations and services
- Evaluate the scope of requested work
- Prepare estimates, invoices, and service records
- Communicate about appointments, projects, payments, or service updates
- Provide customer support
- Improve our website, services, and customer experience
- Maintain business and tax records
- Protect against fraud, misuse, or security threats
- Comply with applicable legal obligations

If you provide a telephone number, we may call or text you about your inquiry, estimate, appointment, or service. Message and data rates may apply.

## **Cookies and Website Technology**

Our website is hosted through Wix. Wix may use cookies and similar technologies that are necessary for website security, functionality, performance, and operation.

We may also use optional analytics or third-party tools to understand how visitors use the website. If these tools are enabled, they may place additional cookies or collect website-usage information.

You may manage cookies through your browser settings or through the website's cookie-consent banner when available. Disabling certain cookies may affect how some website features operate.

For additional information about Wix's data practices, visit the [Wix Privacy Policy](#).

## **How We Share Information**

Carolina Repair Solutions does not sell or rent personal information.

We may share information only when reasonably necessary with service providers that assist us with:

- Website hosting and online forms
- Appointment scheduling
- Customer communications
- Estimates and invoicing
- Payment processing
- Accounting and recordkeeping
- Website analytics
- Business operations and technology support

These providers may process information according to their own privacy policies and service terms.

We may also disclose information when reasonably necessary to comply with the law, respond to a legal request, protect our rights or property, investigate suspected fraud, or protect the safety of our customers and others.

## **Payment Information**

If online payment options are added, payments may be processed by a third-party payment provider. Carolina Repair Solutions may receive information about the transaction but may not directly receive or store your complete credit or debit card information.

The payment provider's privacy policy and terms will apply to information processed through its platform.

## **Information Security**

We use reasonable administrative and technical measures to protect information under our control. However, no website, email service, online form, or data-storage system can be guaranteed to be completely secure.

Please do not submit Social Security numbers, banking credentials, medical information, or other highly sensitive information through the website.

## **Information Retention**

We retain personal information only for as long as reasonably necessary to respond to inquiries, provide services, maintain business and tax records, resolve disputes, enforce agreements, and satisfy legal obligations.

## **Your Choices**

You may contact us to:

- Ask what personal information we maintain about you
- Request that inaccurate information be corrected
- Request deletion of information, subject to applicable legal and recordkeeping requirements
- Ask not to receive promotional communications

Service-related communications concerning an active request, estimate, appointment, invoice, or project may still be sent when necessary.

## **Children's Privacy**

This website is intended for adults seeking property-related services. It is not directed to children under 13, and we do not knowingly collect personal information from children under 13.

If you believe a child has submitted personal information through the website, please contact us so we can review and remove it when appropriate.

## **Third-Party Websites and Social Media**

Our website may contain links to social media pages, maps, scheduling platforms, payment processors, or other third-party websites. Carolina Repair Solutions is not responsible for the privacy practices, security, or content of those third parties.

We encourage you to review the privacy policy of any external service you use.

## **Changes to This Policy**

We may update this Privacy Policy as our website, services, or legal obligations change. The revised policy will be posted on this page with an updated effective date.

## Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or your personal information, please contact:

**Carolina Repair Solutions**

**Attention: Richard Hampton, Jr**

**Call or text:** 803-840-8539 | **Email:** [Richard@CarolinaRepairSolutions.com](mailto:Richard@CarolinaRepairSolutions.com)