Sams Electrical LLC

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Licence# 60196-B

Privacy Policy

Sam's Electrical LLC

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Sam's Electrical LLC ("Sam's Electrical," "we," "us," or "our") respects the privacy of customers, prospective customers, property owners, occupants, website visitors, and other people who communicate with us. This Privacy Policy explains the personal information we collect, how we use and disclose it, and the choices available to you.

This Policy applies to our website, service-request forms, estimates, scheduling, telephone calls, text messages, emails, invoices, payment administration, jobsite documentation, and other interactions with Sam's Electrical. It does not replace project-specific agreements or notices provided when a particular practice requires separate consent.

1. Information We Collect

Information you provide

We may collect:

- names, telephone numbers, email addresses, billing addresses, and service addresses;
- property-owner, tenant, contractor, property-manager, or authorized-representative information;
- service requests, project descriptions, appointment preferences, access instructions, and gate or entry information;
- estimates, approvals, contracts, change orders, invoices, payment status, and transaction records;
- photographs, videos, plans, messages, emails, and other materials you send us;
- information about electrical systems, appliances, equipment, property conditions, hazards, prior work, insurance claims, restoration work, permits, inspections, utilities, or other project circumstances;

- customer-service, warranty, dispute, and complaint information; and
- marketing and communication preferences.

Please provide only information reasonably necessary for the service. Do not send passwords, one-time security codes, full payment-card numbers, Social Security numbers, or other highly sensitive information unless we specifically request it through a secure method and it is necessary for a lawful business purpose.

Information collected during service

We may create or collect service notes, technician observations, measurements, equipment information, permit and inspection records, photographs, video, work-progress documentation, completion records, and communications concerning the project.

Audio or telephone-call recording will occur only after notice and consent as required by applicable law. When a call is recorded lawfully, we may retain, transcribe, summarize, review, and use the recording for customer service, scheduling, estimating, training, quality assurance, safety, billing, dispute resolution, legal claims, and other legitimate business purposes described in this Policy.

We may collect photographs, video, audio, written communications, reviews, testimonials, and project information. Public marketing use of identifiable people, voices, private interiors, service addresses, or other personal information will occur only with appropriate permission or another lawful basis.

Website and device information

When you use our website, we or our service providers may collect browser and device type, IP address, approximate location, pages viewed, referral source, interaction data, timestamps, cookies, and similar technical information.

Payment and financing information

Payment and financing providers may collect payment-card, bank-account, identity, credit, or application information directly. Sam's Electrical does not store full payment-card numbers on its public website. We may receive limited transaction information such as payment status, amount, date, method, card brand, and the last four digits.

2. Sources of Information

We may receive information directly from you and from property owners, tenants, authorized representatives, general contractors, restoration companies, property managers, referral sources, utilities, municipalities, inspectors, financing providers, payment processors, insurers, subcontractors, website providers, advertising or analytics providers, and publicly available sources when relevant to a legitimate business purpose.

If you provide personal information about another person, you represent that you are authorized to provide it for the relevant service or business purpose. That representation does not eliminate another person's independent privacy rights.

3. How We Use Information

We may use personal information to:

- respond to inquiries and evaluate service requests;
- prepare estimates and scopes of work;
- schedule, dispatch, coordinate, and perform services;
- communicate appointment, arrival, inspection, permit, utility, project, safety, payment, and warranty information;
- obtain permits and coordinate with municipalities, inspectors, utilities, contractors, and other professionals;
- process deposits, payments, financing referrals, refunds, and account administration;
- document work, diagnose problems, maintain service history, administer warranties, and improve quality and safety;
- detect fraud, protect people and property, secure our systems, enforce agreements, collect valid debts, and resolve disputes;
- comply with licensing, permit, inspection, tax, accounting, insurance, legal, and regulatory requirements;
- analyze and improve our website, advertising, operations, and customer experience;
- train employees and improve service, using de-identified or limited information when reasonably practical; and
- send marketing communications where permitted by law and consistent with your choices.

We will not use personal information in a materially different manner without an appropriate lawful basis, notice, or consent when required.

4. Calls, Text Messages, and Email

We may send and retain transactional communications relating to inquiries, scheduling, dispatch, appointments, estimates, invoices, payments, permits, inspections, project updates, safety, customer service, and warranties. These records may include text messages, emails, voicemails, call recordings made with legally required notice and consent, photographs, videos, attachments, and communications through Jobber or other business platforms.

We may review, transcribe, summarize, and use these communications for service planning, documentation, training, quality assurance, safety, billing, collections, dispute resolution, legal claims, fraud prevention, and other legitimate business purposes. We may disclose relevant communications to the recipients described in Section 6 when reasonably necessary and permitted by law. We will not publicly post private communications merely because they were sent to us. Public use requires appropriate permission, a lawful legal purpose, or another basis permitted by law.

Marketing messages are handled separately from necessary transactional communications. Where consent is required, we will request it through an appropriate opt-in. Message frequency varies and message and data rates may apply. You may use an available unsubscribe link, reply STOP to supported SMS programs, or contact us to request that promotional communications stop. Opting out of marketing does not prevent legally permitted communications needed to administer an active service, payment, safety matter, or warranty.

5. Artificial Intelligence and Automated Tools

We may use business software, automated systems, and artificial-intelligence tools to help route calls, transcribe or summarize communications, draft messages, organize customer and project information, assist scheduling, improve customer service, analyze business operations, or support other legitimate business functions.

These tools may process information you provide and information generated during our relationship. We seek to use providers and settings appropriate to the business purpose and to limit information shared to what is reasonably necessary. Automated output may be reviewed, corrected, or supplemented by a person. You may request human assistance when an automated interaction does not address your needs.

We do not authorize an AI provider to use customer information for unrelated advertising or to sell customer information on our behalf. Provider processing remains subject to the provider's contract and privacy practices.

6. How We Disclose Information

We may disclose information, limited to what is reasonably necessary for the applicable purpose and as permitted by law, to:

- employees, technicians, and authorized representatives;
- electrical subcontractors, specialty contractors, suppliers, manufacturers, distributors, engineers, consultants, and other business partners involved in evaluating, planning, pricing, scheduling, coordinating, supplying, or performing the project;
- Jobber or other customer-relationship, scheduling, estimating, invoicing, and communication platforms;
- website hosting, email, telephone, SMS, analytics, advertising, cloud-storage, security, and IT providers;
- payment processors, financing providers, banks, and financial institutions;
- utilities, municipalities, inspectors, permit authorities, engineers, and other professionals needed for the work;
- insurers, adjusters, restoration companies, property managers, general contractors, or property owners when relevant and authorized;
- attorneys, courts, arbitrators, mediators, experts, consultants, collection professionals, payment processors, insurers, law-enforcement bodies, regulators, and government agencies when reasonably necessary to establish, exercise, defend, investigate, or comply with legal rights and obligations, including demands, subpoenas, discovery, claims, litigation, collection matters, insurance matters, and regulatory proceedings;

- a successor, purchaser, lender, or professional adviser in connection with a proposed or completed business transaction; and
- other parties at your direction or with your permission.

If you ask us to recommend or introduce another contractor, we may share the limited contact and project information reasonably necessary to make that introduction. We will not disclose private project information merely to make unsolicited referrals without a legitimate basis or your permission.

We may disclose de-identified or aggregated information that does not reasonably identify an individual.

We may also disclose information when we reasonably believe disclosure is necessary to protect the safety, property, or rights of a customer, Sam's Electrical, or another person; prevent or investigate suspected fraud, theft, misuse, threats, or unlawful conduct; respond to an emergency; enforce an agreement; collect a valid debt; obtain professional advice; or carry out another legitimate business purpose permitted by law. This provision does not authorize disclosure that applicable law prohibits or eliminate duties to safeguard sensitive information.

7. Information We Do Not Sell

We do not sell customer telephone numbers, email addresses, service addresses, text messages, or project records for money. We do not authorize third parties to use that information for their own unrelated direct marketing merely because you requested electrical service.

Some website analytics or advertising technologies may be regulated as "sharing" or targeted advertising in certain jurisdictions even when no money changes hands. We will provide any legally required notice or choice if such practices apply.

8. Public Posts, Project Media, and Communications

We may photograph or record video of electrical equipment, installations, work progress, property damage, and work areas for estimating, documentation, safety, quality control, training, insurance, warranty, and dispute-resolution purposes.

We may publicly share project photographs, video, general job descriptions, reviews, testimonials, and similar material on our website, Google Business Profile or Google posts, social-media pages, advertising, portfolios, and other promotional channels when we have appropriate permission or another lawful basis. When reasonably practical, we will remove or obscure information that is not needed for the public purpose, such as full service addresses, payment information, access codes, license plates, documents, computer screens, faces, voices, and other sensitive or identifying details.

Permission to document work for estimating, safety, project administration, insurance, warranty, or dispute purposes does not by itself authorize public advertising use. Public use of an identifiable person, voice, private residence interior,

exact service address, private communication, or other sensitive personal information may require a separate written, electronic, or recorded authorization. A person who submits a review, testimonial, photograph, or video for publication may authorize us to reproduce, edit for length or clarity without changing its meaning, and display that submitted material with the name or identifying information included in the authorization.

We will make reasonable efforts to limit routine job documentation to relevant work areas and avoid unnecessary capture of private areas or people. Audio recording, including telephone-call recording, will occur only with notice and prior authorization from all parties when required by applicable law. Lawfully recorded calls may be shared with service providers that host, transcribe, summarize, secure, or analyze them and with attorneys, insurers, courts, agencies, experts, or other recipients described in Section 6 when reasonably necessary. We will not publicly post a private call recording without appropriate permission unless disclosure is required or permitted for a legal proceeding, law-enforcement request, emergency, or other lawful purpose.

You may withdraw a public-media authorization prospectively by contacting us. We will make reasonable efforts to stop new uses and remove material from channels we control, but withdrawal may not affect lawful uses made before the request, printed material already distributed, third-party reposts, legal records, or material we must retain for another lawful purpose. A customer's acceptance of general service terms is not intended to waive another person's independent privacy rights.

9. Cookies, Analytics, and Advertising

Our website may use cookies, pixels, local storage, analytics, and similar technologies to operate the site, remember preferences, understand site traffic, measure advertising, prevent misuse, and improve performance.

You can control many cookies through browser settings and any consent tool we provide. Disabling certain technologies may affect website functionality. Third-party tools may collect information under their own privacy policies.

10. Data Retention

We retain information for as long as reasonably necessary for the purpose collected, including service history, warranties, repeat service, safety documentation, accounting, taxes, permits, licensing, insurance, disputes, collection activity, legal obligations, and defense of claims.

Retention periods vary by record type and circumstances. When information is no longer reasonably needed, we may delete, destroy, or de-identify it, subject to backup cycles and legal holds.

11. Information Security

We use reasonable administrative, technical, and physical safeguards appropriate to the nature of the information and our business. No transmission or storage method is completely secure, and we cannot guarantee absolute security.

If you believe information you provided has been accessed or used improperly, contact us promptly.

12. Your Choices and Requests

You may ask us to access, correct, or update information you provided; update communication preferences; or opt out of promotional communications. We may need to verify your identity and authority before acting and may retain information required for legal, tax, safety, warranty, payment, or dispute purposes.

To request correction of project or contact information, contact us as soon as possible. You are responsible for reviewing estimates, invoices, and service documents and notifying us of material errors.

13. Third-Party Services and Links

Our website and communications may link to Jobber, Wisetack, payment processors, municipalities, utilities, social-media platforms, or other third-party services. Their privacy practices and terms govern information they collect directly. We are not responsible for unrelated third-party practices.

14. Children's Privacy

Our website and electrical services are not directed to children under 13, and we do not knowingly collect personal information directly from children under 13 through the website.

15. Changes to This Policy

We may update this Policy prospectively. We will post the revised version and update the "Last updated" date. We will provide additional notice or obtain consent if required for a material change affecting previously collected information.

16. Contact Information

Sam's Electrical LLC

Email: SamsElectrical413@icloud.com

Phone: (413) 564-4054

Service area: Westfield, Massachusetts and surrounding Western Massachusetts communities