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Privacy Policy

Decorative Concrete of South Louisiana, LLC

www.decorativeconcrete-southla.com

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1. Information Collection and Utilization

Decorative Concrete of South Louisiana, LLC ("us", "we", or "our") is the operator of the website www.decorativeconcrete-southla.com (the "Site"). This document serves to inform you of our policies regarding the collection, use, and disclosure of Personal Information obtained from users of the Site. We utilize your Personal Information to enhance the Site, communicate with you regarding services you have requested, deliver those services, process payments, and follow up on services we have provided. By accessing and using the Site, you consent to the collection and use of information in accordance with this policy.

We collect the following types of Personal Information from users:

- **Contact Information:** This includes your name, phone number, address, and email.
- **Log Data:** This includes information that your browser sends, such as your computer's Internet Protocol ("IP") address, browser type, pages of our Site that you visit, the date and time of your visit, and the duration spent on those pages.
- **Consent Records:** We may collect and store records of your consent to receive communications from us.

We are committed to safeguarding your privacy and **do not sell, trade, or otherwise transfer your personal information to third parties or affiliates for marketing purposes** without your explicit consent, unless compelled by a valid court order. Your information may be shared with or accessible by our partnered service providers, who assist us in delivering our services. For payment processing, we use Stripe, which securely handles all financial information directly. We do not store or have access to your credit card details or other sensitive payment information on our servers. Other providers include Odoo for software and cloud services, and Google Workspace for cloud and software services.

2. Service-Related Data

In the course of providing our services, we may collect and maintain records related to a project, including but not limited to, job notes, project specifications, and photographs or videos of the work before, during, and after completion. We collect this data for internal purposes, such as quality control, project documentation, and to maintain a portfolio of our work. We will only use photos or videos of your project for our public-facing portfolio or other promotional purposes after obtaining your separate, explicit written consent.

3. Communications

- **Email:** We may use your Personal Information to contact you with service-related updates and other important announcements. You can unsubscribe by emailing us at **info@decorativeconcrete-southla.com**.
- **SMS:** If you opt in, we will use your phone number to communicate about your inquiries and to provide service-related updates. Message frequency varies. We will share your phone number and opt-in status with our third-party service providers solely for the purpose of delivering these messages. You can opt out of SMS messages at any time by texting **STOP** to the number from which you received the message.
- **Telephone Calls:** We may monitor and/or record telephone calls for quality assurance, training, and to maintain accurate records of your requests and our services.

4. Cookies

We use "cookies" to gather information and improve your experience. You can instruct your browser to refuse all cookies or to alert you when a cookie is being sent. However, some features of our Site may not function properly if you do not accept cookies.

5. Data Retention

We will retain your Personal Information only for as long as necessary to fulfill the purposes outlined in this policy, unless a longer retention period is required or permitted by law. We will also retain information as needed to comply with our legal obligations, resolve disputes, and enforce our policies.

6. Security

While we use commercially acceptable methods to protect your Personal Information, no method of transmission over the Internet or electronic storage is 100% secure. By using our Site, you acknowledge and accept this risk.

7. Your Data Rights

You have the right to request access to your personal data, have it corrected, or request its deletion. To exercise these rights, please contact us at info@decorativeconcrete-southla.com.

8. Children's Privacy

Our Site and services are not intended for individuals under the age of 18. We do not knowingly collect personal information from individuals under 18. If we become aware that we have collected information from an individual under 18, we will take steps to delete such information.

9. Policy Modifications

This Privacy Policy is effective as of [Current Date] and will remain in effect unless any changes are made. We reserve the right to update or modify this policy at any time, with changes taking effect immediately upon being posted on this page. We encourage you to review this policy periodically. Your continued use of the Site after we post modifications will signify your acknowledgment and acceptance of the changes. For any significant changes, we will notify you by placing a prominent notice on our website.