

Privacy Policy

Star Garages

Effective Date: July 1, 2025

IMPORTANT NOTICE REGARDING TEXT MESSAGING DATA

Star Garages DOES NOT share customer opt-in information, including phone numbers and consent records, with any affiliates or third parties for marketing, promotional, or any other purposes unrelated to providing our direct services. All text messaging originator opt-in data is kept strictly confidential.

1. Information We Collect

We collect the following types of information:

- **Personal Information:**
 - Name, email address, phone number, physical address
 - Payment information request a quote
 - Opt-in records and timestamps for all communication channels (SMS, email, etc.)
- **Non-Personal Information:**

- IP address, browser type, device information
- Website usage patterns and analytics
- Cookies and similar technologies
- **Customer Communication:**
 - Records of inquiries and service requests
 - Appointment details and preferences
 - Service history and feedback

2. How We Use Your Information

We use collected data for:

- Providing and improving our services

- Processing transactions and payments
- Communicating with you about your inquiries, appointments, and promotions
- Enhancing website functionality and user experience
- Ensuring security and fraud prevention
- Maintaining records of your communication preferences and consent

3. SMS Messaging & Compliance

Text Message Program Terms & Conditions

By opting into our SMS messaging services, you agree to receive text messages related to our services, including appointment reminders, customer support, and important updates.

Opt-In Consent:

- You must verify your consent. If you have explicitly opted in, we will maintain timestamped records of all sign-in actions.

- We comply with the Telephone Consumer Protection Act (TCPA) and all applicable laws.

Opt-Out Instructions:

- Users can opt out of marketing messages by replying “STOP.”
- All opt-out requests will be processed in real-time.

4. Information Sharing & Disclosure

- We do not sell, rent, or trade personal information. We may share information with:

Service Providers:

- Third-party vendors that assist in our operations (e.g., payment processing, appointment scheduling).
- SMS aggregators who provide messaging services for us.

Legal Compliance:

- Required by law to disclose personal information (e.g., subpoena, court orders).

5. Data Security

We implement both administrative and technical measures to protect your personal information.

- Development and certified data encryption methods
- Secure access controls and data protection

Despite these measures, no method of transmission over the internet or electronic storage is 100% secure. We will use commercially acceptable means to protect your personal information but cannot guarantee absolute security.

6. Cookies & Tracking Technologies

We use cookies and similar technologies for:

- Analyzing site traffic and user behavior
- Remembering your preferences

- Improving website functionality and user experience

7. Your Rights & Choices

- You have the right to:
 - Access, update, or delete your personal information
 - Opt-out of marketing emails by clicking “unsubscribe”
 - View, update, or delete your website information

8. Third-Party Links

Our website may contain links to third-party websites; we are not responsible for their privacy practices.

9. Changes to This Privacy Policy

We may update this policy periodically. The latest version will be published on our website.

10. Contact Us

If you have any questions about this Privacy Policy, please contact us at:

- **Email:** info.stargarages@gmail.com
- **Phone:** +1 (780)6677827
- **Website:** www.stargarages.ca

By using our website and services, you consent to this Privacy Policy.

Terms of Service Without Text START to XXXXXXXX

Terms of Service

Effective Date: July 1, 2025

SMS Messaging Terms & Compliance

1. **Program Description:** This messaging program sends appointment confirmations and reminders to customers who have booked an appointment with **Star Garages** through our website www.stargarages.ca , and who have explicitly requested access to SMS notifications. The customer will receive forms with additional choices for SMS consent. Messages include reminders for appointments, cancellations,

and customer support information.

2. **Consent to Receive Messages:** You may receive SMS messages for the purpose of appointment confirmations, reminders, and updates related to services provided by **star garages**. You can opt out at any time by replying "STOP" to the same number that you received your messages from. Upon sending "STOP," you will receive confirmation that your number is unsubscribed from SMS notifications.
 3. **Support Information:** For support related to your messaging program, you can contact us at +1 **7806677827** or reach out to **info.stargarages@gmail.com** during business hours.
 4. **Carrier Liability Disclaimer:** Our SMS program is supported by **[Supported Carriers]**(e.g., AT&T, T-Mobile, Verizon, Sprint, and most regional carriers).
 5. **Requirements:** You must be 18 years or older to participate in our SMS messaging program.
 6. **Privacy Policy:** By opting into this program, you consent to our Privacy Policy as detailed in **star garages** 's privacy policy.
-

General Terms

The website **star garages** is owned and operated by **star construction & garage door ltd.**

By using this website, you agree to be bound by these Terms of Service and to use the Site in accordance with these Terms of Service, our Privacy Policy, and any additional terms and conditions that may apply to specific sections of the Site or to products and services available through the Site from **star garages**.

By using the Site in any manner, whether automated or otherwise, you consent to the terms and conditions outlined herein as you are bound by the Terms of Service.

Intellectual Property Rights

Our Limited License to You

This website and all materials available on the Site are the property of **star garages** or its licensors and are protected by copyright, trademark, and other intellectual property laws. This site is provided for personal use or commercial use.

You may not use the Site or any of its materials for any purpose that constitutes an infringement or exploits rights that have not been authorized by us.

You may, however, download, copy, and print materials from the Site for personal use, as long as you do not modify the materials in any way and maintain all copyright and trademark notices intact.

Your License to Us

By posting or submitting any material (including comments, blog entries, social media posts, reviews, or videos) to **star garages**, you grant us a

perpetual, worldwide, royalty-free, transferable license to use, reproduce, modify, distribute, display, and publicly perform your content in connection with our website and services.

Disclaimers

Throughout the Site, we may provide links and pointers to internet sites maintained by third parties. Our listing of such third-party sites does not imply an endorsement or approval of such sites or the information, products, or services offered on or through the site.

The information, products, services offered on or through the Site are provided "as is" and without warranties of any kind, either express or implied. To the fullest extent permissible pursuant to applicable law, we disclaim all warranties, including implied warranties and merchantability and fitness for particular purpose.

Online Commerce

Certain sections of the Site may allow you to purchase products and services from third-party vendors. We are not responsible for the quality, accuracy, timeliness, reliability, or any other aspect of the products or services. If you obtain products or services through third parties via the Site, the information obtained through your use, including payment information, may be collected by the third-party.

Your participation and dealings with this third party vendor is solely between you and the third party. {{location.name}} shall not be responsible for any loss or damage incurred as a result of such dealings.

Registration & Passwords

To access certain features of the Site, you may be required to register and create an account. You agree to provide accurate, current, and complete information during the registration process. You are responsible for maintaining the confidentiality of your login credentials and for all activities that occur under your account.

If you suspect unauthorized use of your account, notify us immediately (at [contact email]) so we can take action to safeguard your account.

Termination

We reserve the right to terminate or suspend your access to the Site, without notice, if we determine that you have violated these Terms of Service or engaged in conduct harmful to others. Without limiting any other provisions of these Terms, if termination is deemed necessary, we may take appropriate legal action for such violations.

Governing Law

These Terms of Service shall be governed by and construed in accordance with the laws of the state in which {{location.name}} operates. Any disputes arising under these Terms will be resolved exclusively through binding arbitration in that jurisdiction.

Changes to Terms of Service

We may update these Terms of Service from time to time. The latest version will always be available on our website with the effective date.

For any questions regarding these Terms of Service, please contact us at:

- **Email:** info.stargarages.ca
- **Phone:** +1 7806677827
- **Website:** www.stargarages.ca

By using our website and services, you consent to these Terms of Service.

Submission

Use Case –

If using a DBA – you need to explicitly mention that in your application and have the master brand entity name in the copyright at the bottom of your doc site.

Use Case Description

This campaign sends appointment confirmations and updates to customers who have scheduled flooring service with {{location.name}}. Our specific use case includes:

1. **Confirmation messages** when customers book an on-site flooring estimate or installation appointment.
2. **Reminder messages** sent 24-48 hours before scheduled appointments.
3. **Day-of service notifications** about technician arrival times.
4. **Rescheduling notifications** if appointment time needs to change.

5. **Follow-up communications** after service completion:

- Appointment confirmation including flooring estimate details, pricing, and payment information.

Our path to process works as follows:

- **Customers explicitly opt-in** by checking a dedicated consent checkbox on our website scheduling form that reads: "Consented to receive SMS Notifications & Alerts from {{location.name}}."
- **Message frequency rules:** Message frequency varies, based on customer selection for SMS alerts. Message rates may apply. Text HELP to 5874044749 for help, reply STOP to unsubscribe.

We will send periodic service messages to clients, keeping them updated on their service journey.

Opt-in Sample:

<https://docs.google.com/document/d/1VRHQpOVchvaRKkSpl2Jhp1tm70rzsbyVUKZNGPDR5LM/edit?usp=sharing>

Sample Message #1

Hello! {{first_name}}, this is Mike from {{location.name}}. Your flooring estimate appointment for {{appointment_date}} at {{appointment_time}} is confirmed. Your estimator will arrive within the scheduled time window. Please confirm your arrival time via text or call. Reply STOP to unsubscribe.

Sample Message #2

Hello! {{first_name}}, this is Mike from {{location.name}}. We noticed you weren't able to make it to your scheduled flooring estimate today. We're happy to reschedule at your convenience – simply reply with a new appointment time. Reply STOP to unsubscribe.

The messages will include embedded links.

The messages will include **phone numbers**.

How do leads/contacts consent to receive messages?

End users can opt in by visiting our website {{location.name}} or landing page and filling out our scheduling form for flooring estimates or service requests. They must explicitly check the dedicated consent box that

states: "Consented to receive SMS Notifications & Alerts from {{location.name}}."

Message frequency varies. Message rates may apply. Text HELP to [xxx-xxx-xxxx] for assistance. You can reply STOP to unsubscribe at any time.

Opt-in Sample:

<https://docs.google.com/document/d/1VRHQpOVchvaRKkSpl2Jhp1tm70rzsbyVUKZNGPDR5LM/edit?usp=sharing>

Opt-In Message

Must contain business name and opt-in keywords.

Thank you for subscribing! You have successfully opted-in to receive notification messages from {{location.name}} about your flooring services and appointments. Message frequency varies & msg/data rates may apply. Reply HELP for assistance or STOP to unsubscribe at any time.