

Privacy Policy

Effective Date: June 29, 2026

Welcome to **J&D Refrigeration**. We respect your privacy and are committed to protecting your personal information. This Privacy Policy explains what information we collect, how we use it, and your choices regarding your personal information.

Information We Collect

We may collect the following personal information when you contact us, request services, or use our website:

- Full name
 - Phone number
 - Email address
 - Billing and service address
 - Information related to your HVAC, refrigeration, heating, cooling, ventilation, or food service equipment requests
 - Communications sent through our website, phone, email, or SMS
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How We Use Your Information

We use the information we collect to:

- Schedule appointments and provide HVAC and refrigeration services
 - Send appointment reminders and technician arrival notifications
 - Provide estimates, invoices, and service updates
 - Respond to customer questions and support requests
 - Improve our products and services
 - Send promotional messages only if you have opted in to receive them
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SMS Communications

If you provide your mobile phone number and opt in, you may receive text messages from **J&D Refrigeration**, including:

- Appointment confirmations and reminders
- Technician arrival updates
- Service notifications

- Estimate and invoice notifications
- Customer support messages
- Promotional offers (if you have provided consent)

Message frequency varies based on your interactions with us.

Message and data rates may apply.

You may opt out of SMS communications at any time by replying **STOP** to any text message. To receive assistance, reply **HELP** or contact us using the information below.

Sharing of Personal Information

We do **not** sell, rent, or trade your personal information.

We may share your information with trusted third-party service providers who assist us in operating our business, such as payment processors, scheduling software providers, website hosting providers, customer relationship management (CRM) software, and SMS delivery platforms. These providers are only permitted to use your information to provide services on our behalf.

SMS consent is not shared with third parties or affiliates for marketing purposes.

Data Security

We use reasonable administrative, technical, and physical safeguards to protect your personal information from unauthorized access, disclosure, alteration, or destruction.

Your Rights and Choices

You may request access to, correction of, or deletion of your personal information by contacting us.

You may unsubscribe from SMS messages at any time by replying **STOP**.

Contact Information

J&D Refrigeration

Phone: **(816) 761-8337**

Email: **service@jdkansascity.com**

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with a revised Effective Date.