

Red Willow Masonry - SMS Privacy Policy

Introduction

Red Willow Masonry ("we," "us," "our") is committed to protecting your privacy. This policy explains how we handle your information when you provide your phone number to receive SMS/text messages from us. Our use of text messaging is limited to coordinating project work and payment with our customers — we do not engage in marketing campaigns or data collection.

Information We Collect

The only information we collect in connection with SMS communication is your phone number and, if provided, your name. This information is used solely to communicate with you regarding your masonry or construction project.

How We Use Your Information

We use your phone number exclusively to:

- Coordinate scheduling, site visits, and project updates related to your job.
- Discuss and arrange payment for services rendered.
- Respond to any questions or concerns you reach out to us about.

We do not use your information for marketing, advertising, or any purpose beyond direct customer communication related to your project.

Sharing Your Information

We do not sell, trade, or share your personal information with third parties for any marketing or commercial purpose. Your information may only be shared in the following limited circumstances:

- With our SMS service provider (VoxteleSYS) solely for the purpose of transmitting messages.
- When required by law, such as in response to a subpoena or other legal process.

Your Choices

You may opt out of receiving SMS messages from Red Willow Masonry at any time by:

- Replying **STOP** to any text message you receive from us.
- Contacting us directly at 717-424-8563 or Help@rwillow.com.
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Data Security

We take reasonable precautions to protect your contact information. We do not store customer data in any database or marketing platform. Your phone number is used only for the direct communication described above.

Children's Privacy

Our services and SMS communications are intended for adults entering into service agreements. We do not knowingly communicate via SMS with anyone under the age of 18.

Changes to This Policy

We may update this policy from time to time. Any changes will be posted at rwillow.com. We encourage you to review it periodically.

Contact Us

Red Willow Masonry

1511 Second Ave York, PA 17402

717-424-8563

help@rwillow.com