

Privacy Policy for AC Medics

Effective Date: 5/19/2026

AC Medics (“AC Medics,” “we,” “us,” or “our”) values your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard information when you visit our website, request services, submit forms, or otherwise interact with us online (collectively, the “Services”).

By using our website, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We may collect personal information that you voluntarily provide when you use our website, request information, schedule service, or communicate with us.

Personal Information You Provide

We may collect:

- Name
- Email address
- Phone number
- Service address or property address
- City, ZIP code, or location information related to service requests
- Details about HVAC, plumbing, repair, maintenance, or installation needs
- Appointment preferences
- Any other information you choose to provide through forms, messages, or calls

Marketing Consent Information

If you choose to opt in, we may collect and store your consent to receive marketing or promotional communications via:

- Email
- SMS/text messages

We maintain records of opt-in preferences for compliance and communication purposes.

Automatically Collected Information

When you use our website, we may automatically collect certain technical information, including:

- IP address
- Browser type and version
- Device type
- Pages visited
- Time spent on pages
- Website interactions
- Referral source or campaign information
- Cookies and similar tracking technologies

2. How We Use Your Information

We may use the information we collect to:

- Respond to inquiries or service requests
- Schedule appointments or consultations
- Provide HVAC and plumbing services
- Send estimates, updates, appointment confirmations, or service-related communications
- Improve our website, services, and customer experience
- Analyze website performance and visitor activity
- Maintain internal business records
- Detect fraud, misuse, or security issues
- Comply with legal obligations

Marketing Communications

If you provide consent, we may use your information to send:

- Promotional emails
- Service reminders
- Discounts or special offers
- Company news or updates
- SMS/text marketing communications

Consent to receive marketing messages is voluntary. You may opt out at any time.

To unsubscribe:

- Email: Use the unsubscribe link included in emails
- SMS/Text: Reply **STOP** to opt out of future text messages

Message and data rates may apply depending on your mobile carrier.

3. Consent to SMS/Text Messaging

By voluntarily opting in to SMS communications, you agree to receive recurring text messages related to promotions, service updates, reminders, or offers from AC Medics.

Consent to receive text messages is not a condition of purchase.

You may opt out at any time by replying **STOP**. For assistance, reply **HELP** or contact us directly.

Message frequency may vary.

4. Cookies and Tracking Technologies

We may use cookies, analytics tools, and similar technologies to improve website functionality and understand visitor behavior.

These technologies may help us:

- Analyze website traffic
- Measure marketing performance
- Improve website usability

- Remember user preferences
- Understand how visitors interact with our content

You may disable cookies through your browser settings; however, some website functionality may be affected.

5. Third-Party Services and Information Sharing

We do not sell your personal information.

We may share information with trusted third-party providers that help us operate our business and website, including providers for:

- Website hosting
- Customer relationship management (CRM)
- Scheduling and communications
- Email marketing
- SMS/text messaging
- Analytics and performance tracking
- Payment processing
- Form submission and lead management

These providers may access information only as necessary to perform services on our behalf.

We may also disclose information:

- To comply with legal obligations
- To respond to lawful requests or legal processes
- To protect our business, customers, employees, or rights
- In connection with a business transfer, merger, or acquisition

6. Data Retention

We retain personal information for as long as reasonably necessary to:

- Provide requested services

- Maintain business records
- Meet legal, accounting, or compliance obligations
- Resolve disputes and enforce agreements

Retention periods may vary depending on the type of information collected.

7. Data Security

We implement commercially reasonable safeguards intended to protect personal information from unauthorized access, disclosure, misuse, or loss.

However, no website, electronic transmission, or storage system can be guaranteed to be 100% secure. You use our Services at your own risk.

8. Your Choices and Rights

Depending on applicable law, you may have the right to:

- Access certain personal information we maintain
- Request correction of inaccurate information
- Request deletion of personal information
- Withdraw marketing consent
- Request information about how your data is used

To make a request, contact us using the information below.

9. Children's Privacy

Our website and services are not intended for children under the age of 13, and we do not knowingly collect personal information from children.

10. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those external websites.

We encourage you to review their privacy policies before providing personal information.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business practices, legal requirements, or website functionality.

Updates will be posted on this page with a revised effective date.

12. Contact Us

If you have questions about this Privacy Policy or our privacy practices, please contact us:

AC Medics

Phone: +1(623)266-2660

Email: info@phoenixacrepair.com

Address: 6908 E Thomas Rd Suite 202 Scottsdale, AZ 85251