

Privacy Policy

Effective Date: 09/26/2025

ONE DREAM REMODELING LLC (“Company,” “we,” “our,” or “us”) values your privacy. This Privacy Policy explains how we collect, use, and protect your personal information, including information collected through SMS and other communication channels, in compliance with applicable U.S. laws and A2P SMS messaging requirements.

1. Information We Collect

We may collect the following types of information:

- **Contact Information:** such as your name, email, phone number, and address.
- **Service Information:** project details, orders, or inquiries you provide when engaging with our services.
- **Communication Records:** messages exchanged via SMS, WhatsApp, email, or phone.
- **Technical Data:** such as IP address, device type, and browsing activity on our website.

2. How We Use Your Information

Your information may be used to:

- Provide and manage our services.
- Send **transactional messages** (e.g., appointment reminders, service updates, payment confirmations).
- Send **promotional messages** (e.g., special offers, new services), if you have consented.
- Respond to customer inquiries and provide support.
- Comply with legal or regulatory obligations.

3. SMS and Messaging Compliance (A2P)

By providing your phone number, you consent to receive SMS or MMS messages from us.

- **Message Frequency:** Varies based on your activity and service engagement.
- **Message & Data Rates:** Standard carrier rates may apply.

- **Opt-Out:** You may opt out of receiving SMS messages at any time by replying **STOP**. A confirmation message will be sent to confirm your opt-out.
- **Help:** For assistance, reply **HELP** or contact us at [support email/phone].
- **No Sale of Data:** We do **not** sell, rent, trade, or share your personal information—including your phone number—with third parties in exchange for money or any commercial benefit.

4. Data Sharing

We may share your personal information **only when necessary** to operate our business, including with:

- **Service Providers** who perform services on our behalf (e.g., payment processors, IT providers). These providers are bound by confidentiality and may not use your data for their own purposes.
- **Legal Authorities** when required to comply with applicable laws, regulations, or valid legal requests.

We do not disclose, sell, or monetize your personal information under any circumstances.

5. Data Security

We implement reasonable technical and organizational safeguards to protect your information against unauthorized access, disclosure, or misuse. However, no system is completely secure, and we cannot guarantee absolute security.

6. Data Retention

We retain your information only as long as necessary to provide services, comply with legal obligations, resolve disputes, or enforce agreements.

7. Your Rights

Depending on your jurisdiction, you may have the right to:

- Access, update, or delete your personal information.
- Withdraw consent for promotional communications at any time.
- File a complaint with regulatory authorities if you believe your data rights have been violated.

8. Updates to this Privacy Policy

We may update this Privacy Policy from time to time. Updates will be posted on our website with the effective date. Continued use of our services after changes are posted constitutes acceptance of the revised policy.

9. Contact Us

If you have questions or concerns regarding this Privacy Policy or your information, please contact us:

One Dream Remodeling LLC

9987 Tawny Meadow Aly,

Winter Garden, FL, 34787

Email: contact@onedreamc.com

Phone: (407) 301-2288