

PRIVACY POLICY

Effective Date: 23 September 2026

Stone Hill Landscape ("we," "us," or "our") values your privacy. This Privacy Policy explains how we collect, use, and protect your information when you visit our website, request a quote, hire our landscaping services, or communicate with us via **two-way SMS/text messaging** using our customer management platform, **Jobber**.

1. Information We Collect

We collect information you provide directly to us when requesting a quote, scheduling service, or communicating with our team.

- **Contact Information:** Name, physical service address, email address, and mobile phone number.
- **Property Details:** Photos of your yard, property size, gate codes, and specific landscaping preferences.
- **Payment Information:** Credit card or banking details processed securely through our integration with [Jobber Payments / Stripe]. We do not store financial details directly.
- **SMS Communication Data:** Text messages, media files (like property photos), and interaction history when you engage in two-way texting with us via Jobber.

2. How We Use Your Information

We use your information to deliver high-quality landscaping services and maintain seamless communication.

- To provide landscaping quotes, schedule appointments, and coordinate our field crews.
- To send **appointment reminders, scheduling updates** (such as weather delays or crew arrival alerts), and customer support inquiries via text.
- To deliver **invoices, billing reminders, and payment links** through the Jobber client portal.
- To send occasional **promotions, seasonal service discounts, or property care tips** (only if you have explicitly opted into marketing messages).

3. SMS Messaging & Mobile Privacy Compliance

We respect your mobile privacy and strictly adhere to mobile carrier and regulatory guidelines.

- **No Sharing of Mobile Data:** Mobile information, phone numbers, and SMS consent records will **not** be shared, sold, rented, or traded with third parties, affiliates, or parent companies for marketing or promotional purposes. All data-sharing disclosures in this policy exclude text messaging originator opt-in data and consent.
- **Consent & Opt-In:** You will only receive text messages from us if you have explicitly opted in. Providing your phone number for service requests gives us consent to text you about your requested services. Marketing/promotional texts require a separate opt-in. Consent is never a condition of purchase.
- **Opt-Out Instructions:** You can stop receiving text messages at any time by replying **STOP** to any text message we send. After you send "STOP," we will send one final message to confirm you have been unsubscribed, and no further messages will be sent unless you re-opt in.
- **Help & Support:** Reply **HELP** at any time for assistance with our text messaging program, or reach out to us using the contact information below.
- **Rates and Frequency:** Message frequency varies based on your service schedule and interactions with us. Standard message and data rates may apply depending on your mobile carrier and plan.

4. How We Share Your Information

We do not sell your personal data. We only share your information with trusted third parties necessary to run our day-to-day landscaping operations:

- **Service Providers:** Customer Relationship Management (CRM) platforms, specifically **Jobber**, to handle scheduling, routing, invoices, and secure SMS delivery. These providers are legally forbidden from using your data for their own marketing purposes.
- **Legal Requirements:** If required by law, regulation, or legal process to protect our rights or the safety of our team.

5. Data Security

We implement industry-standard security measures to protect your personal data and text message history from unauthorized access, loss, or alteration. However, no transmission over the internet or mobile network is 100% secure.

6. Changes to This Policy

We may update this Privacy Policy from time to time to remain compliant with changing telecom and carrier rules. Any updates will be posted on this page with a revised "Effective Date."

7. Contact Us

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

- **Company Name:** Stone Hill Landscape, Inc
- **Phone Number:** 203-877-9324
- **Email:** contact@stonehilllandscape.com
- **Address:** 229 Seymour Rd. Woodbridge, CT 06525