

## ShieldPro Home Warranty Privacy Policy

### Collection of Your Personal Information

At ShieldPro Home Warranty, we are committed to protecting your privacy. We collect personal information when you interact with our services. This information may include but is not limited to your name, contact information, payment details, and information about your property. We may collect this information through our website, customer service interactions, and other means.

### Use of Your Personal Information

We use the personal information we collect for various purposes, including:

- Providing and maintaining our home warranty services.
- Processing your warranty claims and requests.
- Communicating with you about your warranty coverage and account.
- Sending you promotional and marketing materials.
- Conducting research and analysis to improve our services.
- Complying with legal and regulatory requirements.

### Sharing Information with Third Parties

We may share your personal information with third parties in the following circumstances:

- With service providers who assist us in delivering our services.
- To comply with legal obligations and respond to lawful requests from government authorities.
- In the event of a merger, acquisition, or sale of all or part of our company, your information may be transferred to the acquiring entity.

### Tracking User Behavior

We may use tracking technologies to collect information about your use of our website and services. This information may include your IP address, browser type, device information, and pages visited. We use this data to improve our website and services and to analyze user behavior.

### Automatically Collected Information

We may automatically collect certain information about your device and how you interact with our services. This information may include device type, operating system, browser type, and usage patterns. This data helps us optimize our services and improve your experience.

### Use of Cookies

We use cookies and similar technologies to enhance your browsing experience and personalize content and advertisements. You can control cookies through your browser settings, but disabling cookies may limit your access to some features of our website.

### Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these websites. We encourage you to review the privacy policies of these third-party sites before providing any personal information.

### Security of Your Personal Information

We take reasonable measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. These measures include encryption, access controls, and regular security assessments.

### SSL Protocol

We use Secure Socket Layer (SSL) technology to secure the transmission of sensitive information, such as payment details, between your browser and our website.

### Children Under Thirteen

Our services are not intended for individuals under the age of thirteen. We do not knowingly collect personal information from children under this age. If you believe a child has provided us with their personal information, please contact us, and we will take appropriate steps to delete it.

#### E-mail Communications

We may send you email communications related to your home warranty coverage, account updates, and promotional offers. You can opt out of receiving marketing communications by following the instructions provided in our emails.

#### Changes to this Statement

We may update this privacy policy from time to time to reflect changes in our practices or for legal and regulatory reasons. Any updates will be posted on our website, and the date of the most recent revision will be indicated at the top of the policy.

#### Choice and Opt-Out

To opt-out of marketing communications or to request to be added to our Do Not Call List or our Do Not Mail List, you may use one of these convenient methods:

**Electronic Promotional Offers:** Follow the instructions provided in our marketing emails to unsubscribe.

**Direct Mail Promotional Offers:** Contact us using the information provided below to request removal from our mailing list.

**Telemarketing:** Contact us using the information provided below to request that your phone number be added to our Do Not Call List.

**Service Notification Program:** You may not opt out of service-related communications, as they are necessary for providing you with our home warranty services.

#### Contacting Us

If you have any questions or concerns about our privacy practices, or if you wish to exercise your rights related to your personal information, please contact us:

Email: [info@shieldprohomewarranty.com](mailto:info@shieldprohomewarranty.com)

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