**PRIVACY NOTICE**

**Last modified July 31, 2024**, to update our Privacy Notice for use by Lake Sunapee Plumbing & Heating and all subsidiaries.

**CHANGES TO THIS PRIVACY POLICY**

We reserve the right to modify this Privacy Policy at any time in accordance with applicable law. If we do so, we will post the revised Privacy Policy and update the “last Updated” date at the top.

This Privacy Notice describes how Lake Sunapee Plumbing & Heating and our subsidiaries (collectively “we,” “us,” “our,” or “Lake Sunapee Plumbing & Heating”) protect personal information of our customers, job applicants and visitors who use our websites, mobile applications, online products or services (collectively, our “users”). This Privacy Notice describes how your personal information is collected, disclosed and used by us, as well as an explanation of the related data rights you may have. To learn more about the Lake Sunapee Plumbing & Heating corporate family covered by this Privacy Notice, visit: <https://LakeSunapeeHeating.net>. This Privacy Notice applies to all Lake Sunapee Plumbing & Heating websites, emails, job application services, platforms, brands, products, services and mobile applications (collectively, the “Services”).

**CATEGORIES OF INFORMATION WE COLLECT ABOUT YOU**

**INFORMATION YOU VOLUNTARILY PROVIDE TO US**

We collect the following information from you when you provide it to us:

* Information that you provide prior and during any registration process, including in connection with a co-branded offer (such as your name, company name, email address, phone number, billing address or credit card information, geographic location and industry).
* Information you provide as a job candidate as you complete the job application process (such as your resume or CV, and transcript or certifications).
* Information you provide when you call us, email us, or contact us in chat for support or otherwise.
* Information you provide when you use our Services such as through email, phone calls, chats or screen sharing services.
* Payment information, including credit card data and billing address when you purchase some of our Services.

**HOW WE USE YOUR INFORMATION**

We use the information we collect, both on its own and combined with any other information we collect about you, for the following business and commercial purposes:

* To provide the requested Services to you.
* To provide you with useful content.
* To ensure the proper functioning of our Services.
* To provide you with the requested information or technical support.
* To communicate with you.
* To assist us in offering you personalized experience or otherwise tailor our Services to you.
* As otherwise described in this Privacy Notice.

We also use the information we receive to produce reports on trends and statistics, such as mobile search trends, email open rates by industry, campaign best practices or the number of users that have been exposed to, or clicked on, our websites or evaluated or purchased our products or Services.

Payment information that you provide to us, including credit card data, will only be used to facilitate payment for the Services.

**AUTHORIZED USERS**

All users authorized by you to have access to your account can view personal information stored in the account. A primary account holder can view personal information saved in subaccounts to which they have authorized access. We use information about authorized users only for legitimate purposes consistent with this Privacy Notice.

**LEGAL PROCESS**

If legally required to do so, or if we have a good faith belief that such disclosure is reasonably necessary, we may disclose your personal information to courts of law, public authorities (including to meet national security or law enforcement requirements) and other relevant third parties, such as internet service providers, to conduct an investigation, respond to a third party or law enforcement subpoena or court order, to bring legal action, prevent harm to others or pursue other relief when you or a third party are or may be:

* Violating our terms and conditions of use.
* Causing injury or other harm to, or otherwise violating the property or other legal rights, of us, other users, or third parties.
* Violating federal, state, local, or other applicable law.

To the extent we are legally permitted to do so, we will notify you in the event that we are required to provide your personal information to third parties in connection with a subpoena, as required by law, court order or other government or law enforcement authority or regulatory agency (including ICANN) in order to enforce or apply our services agreement or other agreements.

**SECURITY**

The transmission of information via the internet, email or text message is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your information transmitted through websites or over email; any transmission is at your own risk. Once we have received your information, we will take appropriate technical and organizational measures to safeguard your personal information against loss, theft and unauthorized use, access or modification.

**EMAIL**

You always have the opportunity to opt out of our marketing communications or change your preferences by following the link in the footer of all non-transactional email messages from us or by emailing us at mary@LakeSunapeeHeating.net.

Some communications from us are considered transactional or service communications (for example, important account notifications and billing information). You agree to receive these transactional and service communications as a condition of the Services that we provide to you. You must cancel your accounts for all Services, if you do not wish to receive any transactional or service communications from us. To cancel your account, please follow the instructions found in the terms of service for the applicable Service. You may still receive marketing communications from us even after you cancel your account unless you also opt out of our marketing communications as described above.

**PHONE, TEXT (SMS) MESSAGES AND POSTAL MARKETING**

If you have given your consent to send you email, phone or text (SMS) marketing, or if you have provided us with your postal address, we will use the personal data you give to us to contact you from time to time. You don’t need to provide consent as a condition to purchase our products or services. If you want to withdraw your consent to receive marketing calls by phone.

**INFORMATION FROM THIRD PARTIES**

The information we collect is covered by this Privacy Notice and the information a third party collects is subject to the privacy practices and notice of that third party. Privacy choices you have made on any third party site will not apply to our use of the information we have collected directly through our Services.

**RETENTION OF PERSONAL INFORMATION**

We may retain your personal information to provide Services to you and as otherwise necessary to comply with our legal obligations, resolve disputes, and enforce our agreements. We will retain your personal information for no more than seven years, unless we are otherwise required by law or regulation to retain your personal information for longer. For example, where you have a contract with us, we will retain your data for the length of the contract, and will further retain that information for a time period consistent with our legal or regulatory responsibilities after the termination or expiration of your Services with us in order to allow us to resolve disputes, enforce our relevant Service Agreement, and to adhere to the technical and legal requirements and constraints related to the security, integrity and operation of the websites. Job candidate information will be retained for as long as there is a business need or as required by law or regulation.

**YOUR RIGHT TO CONTROL HOW YOUR PERSONAL INFORMATION IS USED**

You have the right to make requests regarding your personal information. You can:

* Ask us to identify what personal information of yours has been disclosed.
* In certain circumstances, receive or (if technically feasible) ask us to provide your personal information to a third party, in a structured, commonly used and machine-readable format, although we will not provide you with certain personal information if to do so would interfere with another’s individual rights or where another exemption applies.
* Withdraw your consent to process your personal information in circumstances where we are relying on your consent as our basis for processing.

Please note that some rights only apply in certain circumstances or to certain information and some exceptions may apply.

  **THIRD PARTY LINKS AND INFORMATION COLLECTION AND USE BY OUR USERS**

Some of our Services provide links to other websites. Because we do not control the information policies or practices of these third party sites, you should review their privacy policies to learn about how they collect and use personal information and direct any concerns to the site administrator of that website.

When using Google’s YouTube API Services be aware that you are entering data into a third party product. This means that any information provided can be stored, processed, and handled according to the privacy policies of Google LLC. You may review Google’s privacy policy to understand how your data will be managed when using those services.

**NOTIFICATION OF CHANGES**

We reserve the right to modify this Privacy Notice at any time, so please review it frequently. If we decide to change this Privacy Notice in any material way, we will post a notice on our website: https://LakeSunapeeHeating.net

**CONTACT US AND COMPLAINTS**

If you have any questions about this Privacy Notice or our data handling practices, or you wish to make a complaint, you may contact the owner of Lake Sunapee Plumbing & Heating by phone, email or by regular mail at: PO Box 664, Newport, NH 03773.