Privacy Policy for SunBuilders LLC

Effective Date: November 3, 2026

Last Updated: November 3, 2026

SunBuilders LLC ("SunBuilders," "we," "us," or "our") respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy describes how we collect, use, disclose, and safeguard your information when you visit our website, engage our construction and remodeling services, submit an inquiry, or communicate with us via phone, email, or text messaging (SMS).

1. Information We Collect

We collect information that identifies, relates to, or could reasonably be linked with you ("Personal Information"). The types of information we collect include:

- Contact Information: Full name, physical mailing address, job site address, email address, and telephone/mobile phone number.
- Project & Service Details: Property details, project specifications, architectural plans, service preferences, and project budgets.
- Billing & Transaction Data: Invoicing records, payment history, and payment method details (processed through secure third-party payment gateways; we do not store full payment card numbers).
- Communications & Inquiries: Records of correspondence, quote requests, customer support requests, and SMS/text message communication logs.
- Technical & Usage Information: IP address, browser type, device identifiers, and browsing activity collected automatically through standard website cookies and server logs when you visit our site.

2. How We Collect Your Information

We gather personal details through direct interactions and automated site technologies:

- Directly From You: When you submit an inquiry form on our website, request an estimate, sign a construction contract, call our office, or opt in to receive text messages.
- During the Course of Business: When providing on-site consultations, managing active building sites, or processing project payments.
- Automatically: Through cookies and analytics tools when navigating our website.

3. How We Use Your Information

SunBuilders LLC uses collected information for standard operational and customer service purposes:

- Delivering estimates, project proposals, and contracted construction or remodeling services.
- Scheduling site visits, consultations, subcontractor work, and inspections.
- Invoicing and payment processing.

- Responding to customer inquiries, support questions, and warranty requests.
- Sending project updates, appointment confirmations, administrative notices, and service-related alerts via email, phone, or SMS.
- Maintaining the security, compliance, and functionality of our digital platforms and services.

4. SMS & Mobile Messaging Terms

If you opt in to receive text messages from SunBuilders LLC:

- Scope of Messages: Text messages sent by SunBuilders LLC may include appointment confirmations, project updates, dispatch notices, and responses to your direct inquiries.
- Opt-Out (Unsubscribe): You can cancel SMS communications at any time. Simply reply STOP to any text message received from us. Upon sending STOP, we will send a final confirmation message, and you will receive no further SMS messages unless you re-subscribe.
- Help & Support: If you experience issues with our messaging program, reply with the keyword HELP, or contact us directly at the phone number or email address provided below.
- Rates & Frequency: Message frequency varies based on project activity. Standard message and data rates may apply as determined by your mobile carrier. SunBuilders LLC and mobile carriers are not liable for delayed or undelivered messages.

5. Sharing and Disclosure of Information

We do not sell, rent, or trade your personal information. We disclose information solely under the following limited circumstances:

- Essential Service Providers: With vetted operational partners (such as cloud hosting providers, scheduling software, or payment processors) strictly to deliver our services under binding confidentiality terms.
- Legal Requirements: When required by law, subpoena, regulatory inquiry, or to protect the rights, property, or safety of SunBuilders LLC, our clients, or the public.
- Strict Mobile Information Protection: No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with or acquired by any third parties or affiliates under any circumstances.

6. Data Security and Retention

We implement standard administrative, technical, and physical security measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction. We retain your personal data only as long as necessary to fulfill the purposes outlined in this policy, manage ongoing project warranties, and satisfy statutory record-keeping and tax requirements.

7. Your Privacy Rights and Choices

Depending on your jurisdiction, you may have rights regarding your personal data, including:

- Access & Portability: Requesting a copy of the personal information we hold about you.
- Correction & Deletion: Requesting that we correct inaccurate records or delete your information, subject to applicable contractual or legal retention requirements.
- Opting Out of Communications: Unsubscribing from promotional emails via the included unsubscribe link, or replying STOP to any text message.

To exercise any of these choices, contact us using the details below.

8. Changes to This Privacy Policy

SunBuilders LLC reserves the right to update this Privacy Policy periodically to reflect changes in our operational practices, regulatory guidelines, or telecommunications compliance requirements. Any revisions will be published on this page with an updated "Last Updated" date.

9. Contact Information

If you have questions, feedback, or requests regarding this Privacy Policy, please contact SunBuilders LLC at:

- Business Name: SunBuilders LLC
- Address: 1500 N. Grant St, #10277, Denver, CO 80203
- Phone Number: (248)657-4103
- Email Address: info@sunbuiltusa.com
- Website: https://www.sunbuiltusa.com