Elite Blue Enterprise LLC

Privacy Policy & SMS Messaging Terms and Conditions

1. Privacy Policy

Elite Blue Enterprise LLC, respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, protect, and disclose personal information when customers contact our business, inquire about our epoxy resin services and applications, request estimates, or consent to receive SMS messages.

2. Information We Collect

When you contact us, request our services, or opt in to receive SMS messages, we may collect:

- Your name and contact information.
- Your phone number.
- Your email address, if provided.
- Your service address or project location.
- Details about your service inquiries, project requirements, estimates, and appointments.
- Your consent to receive SMS messages.

3. How We Collect Your Information

We collect information directly from customers when they:

- Complete our online customer contact and SMS consent form.
- Contact us by phone, text message, or email.
- Request information about our epoxy resin services and applications.
- Request estimates, schedule appointments, or communicate with our customer service team.

Customers may voluntarily opt in to receive informational SMS messages by selecting the consent checkbox on our online form.

4. How We Use Your Information

We use your information to:

- Respond to customer inquiries and provide customer support.
- Provide information about residential, commercial, and industrial epoxy flooring.
- Provide information about decorative and metallic epoxy finishes.
- Respond to inquiries about epoxy countertops, surfaces, tables, and custom projects.
- Respond to inquiries regarding other epoxy resin applications.
- Prepare estimates and coordinate requested services.
- Schedule and confirm appointments.
- Send service-related informational SMS messages to customers who have opted in.
- Operate and manage our business communications.

Message frequency varies depending on customer inquiries and service communication needs.

Message and data rates may apply.

Customers may opt out of SMS communications at any time by replying **STOP**.

For assistance, reply **HELP** or contact elitebluellc@gmail.com.

Consent to receive SMS messages is voluntary and is not a condition of purchase.

5. To Whom We Disclose Your Information

We may disclose customer information to service providers when reasonably necessary to manage business communications, coordinate requested services, or comply with applicable legal obligations.

However:

- Customer data is not shared with third parties or affiliates for marketing or promotional purposes.
- Mobile opt-in information and SMS consent are never shared with anyone for any purpose.
- Any information sharing described in this policy excludes mobile opt-in data and SMS consent.

6. Protection of Information

We take reasonable measures to protect personal information against unauthorized access, misuse, or disclosure.

We use customer information for legitimate business purposes related to our services and communications.

7. Updates to This Privacy Policy

Elite Blue Enterprise LLC may periodically update this Privacy Policy to reflect changes in our business practices, services, messaging programs, or applicable requirements.

If we make material changes that adversely affect your privacy, we will provide notice on this page before the changes become effective.

We encourage customers to review this policy periodically.

8. How to Contact Us

For questions regarding this Privacy Policy or our SMS messaging practices, please contact:

Elite Blue Enterprise LLC

Phone: (844) 935-4835

Email: elitebluellc@gmail.com

For SMS assistance, reply **HELP**.

To stop receiving SMS messages, reply **STOP**.

SMS MESSAGING TERMS AND CONDITIONS

Program Name: Elite Blue Enterprise LLC Customer Communications

Program Description: Our SMS messaging program provides informational communications regarding epoxy resin services and applications, residential and commercial flooring, decorative epoxy finishes, countertops, custom projects, customer inquiries, estimates, appointments, and service coordination.

Consent: Customers may voluntarily opt in to receive SMS messages through our online customer contact and SMS consent form. Consent is not required to purchase our services.

Message Frequency: Message frequency varies based on customer inquiries, requested services, and appointment coordination.

Message and Data Rates: Message and data rates may apply.

Opt-Out: Customers can unsubscribe at any time by replying STOP to any message received from us. A confirmation message will be sent, and no additional SMS messages will be sent unless the customer opts in again.

Help: For assistance, reply HELP or email elitebluellc@gmail.com.

Carrier Disclaimer: Mobile carriers are not liable for delayed or undelivered messages.

Privacy: Customer data is not shared with third parties for marketing or promotional purposes. Mobile opt-in information and SMS consent are never shared with anyone for any purpose.

For additional information, please review our Privacy Policy above.