

# Privacy Policy and SMS Terms

<b>Effective Date</b>	Date: 06/08/2026
<b>Company Legal Name</b>	Company Legal Name: Erie Environmental LLC
<b>Company Display Name</b>	Company Name: Erie Environmental
<b>Website URL</b>	<a href="https://erie-environmental.com/">https://erie-environmental.com/</a>
<b>Privacy Policy URL</b>	<a href="https://erie-environmental.com/privacy-policy">https://erie-environmental.com/privacy-policy</a>
<b>Phone Number</b>	(419) 734-3045
<b>Email Address</b>	info@erie-environmental.com
<b>Mailing Address</b>	2233 E State Rd, Ste C, Port Clinton, OH 43452
<b>SMS Message Types</b>	appointment reminders, service confirmations, service updates, account notifications, customer support, or other applicable message types
<b>SMS Opt-In Methods</b>	Clicking our terms and conditions of SMS terms, checking an optional SMS consent box, verbally requesting text updates, signing a service agreement, texting a keyword to our number, or other actual opt-in method

## Privacy Policy

**Effective Date:** 06/08/2026

**Company Name:** Erie Environmental LLC

**Website:** <https://erie-environmental.com>

**Contact:** (419) 734-3045 | [info@erie-environmental.com](mailto:info@erie-environmental.com)

**Mailing Address:** 2233 E State Rd, Ste C, Port Clinton, OH 43452

Erie Environmental LLC ("Company," "we," "our," or "us") respects your privacy. This Privacy Policy explains how we collect, use, and protect information you provide to us through our website, phone calls, forms, email, text messaging, and other communications with our business.

### Information We Collect

We may collect the following types of information:

- Name
- Phone number
- Email address
- Mailing or service address
- Information submitted through website forms
- Appointment, service, billing, or account-related information
- SMS/text message consent records, including the date, time, method of consent, and phone number provided
- Communications you send to us by phone, email, web form, or text message

### How We Use Your Information

We use the information we collect to:

- Respond to customer questions and requests
- Schedule, confirm, or update appointments
- Provide service updates and customer support

- Send account, billing, or service-related communications
- Send text messages when you have opted in to receive them
- Maintain business records
- Improve our services and customer experience
- Comply with legal, regulatory, and carrier requirements

## SMS/Text Messaging Privacy

By contacting Erie Environmental LLC dba Erie Restoration, requesting services, submitting your information through our website, signing a service agreement, or otherwise providing your mobile phone number to us, you consent to receive SMS and MMS text messages related to your service request, appointments, project updates, account notifications, customer support, and other business-related communications.

Message frequency may vary. Message and data rates may apply.

You may opt out of text messages at any time by replying STOP. You may request help by replying HELP or by contacting us at (419) 734-3045 or (419) 341-0437 or [info@erie-environmental.com](mailto:info@erie-environmental.com).

SMS/MMS consent is not a condition of purchase or service.

**No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Text messaging originator opt-in data and consent will not be shared with any third parties, except for service providers that help us deliver text messages and only as necessary to provide that service.**

## How We Share Information

We do not sell your personal information.

We may share limited information with trusted service providers who help us operate our business, such as website hosting providers, customer management systems, payment processors, communication providers, or text messaging platforms. These providers are only permitted to use information as needed to provide services to us.

We may also disclose information if required by law, regulation, subpoena, court order, carrier requirement, or to protect our rights, customers, business, or property.

## Data Security

We use reasonable administrative, technical, and physical safeguards to protect personal information. However, no method of transmission or storage is completely secure, and we cannot guarantee absolute security.

## Data Retention

We retain information for as long as reasonably necessary to provide services, maintain business records, comply with legal obligations, resolve disputes, and enforce agreements. SMS consent records may be retained as needed to document compliance with messaging requirements.

## Your Choices

You may contact us to request that we update or correct your information. You may opt out of text messages at any time by replying STOP.

## Links to Other Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices, content, or security of third-party websites.

## Updates to This Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page with a revised effective date.

## Contact Us

If you have questions about this Privacy Policy, please contact us:

Company Legal Name: Erie Environmental LLC

Company Address: 2233 E State Rd, Ste C, Port Clinton, OH 43452

Phone: (419) 734-3045

Email: [info@erie-environmental.com](mailto:info@erie-environmental.com)

## SMS Terms and Conditions

**Effective Date:** 06/08/2026

**Company Name:** Erie Environmental LLC

**Website:** <https://erie-environmental.com/>

**Contact:** (419) 734-3045 | [info@erie-environmental.com](mailto:info@erie-environmental.com)

These SMS Terms and Conditions explain how Erie Environmental LLC ("Company," "we," "our," or "us") may send text messages to customers and other individuals who choose to receive messages from us.

### SMS Program Description

By opting in to receive text messages from Company, you agree to receive SMS or MMS messages from us related to appointment reminders, service confirmations, service updates, account notifications, customer support, or other applicable message types.

Messages may be sent using an automated system.

### Opt-In Consent

By contacting Erie Environmental LLC dba Erie Restoration, requesting services, submitting your information through our website, signing a service agreement, or otherwise providing your mobile phone number to us, you consent to receive SMS and MMS text messages related to your service request, appointments, project updates, account notifications, customer support, and other business-related communications.

Consent to receive text messages is optional and is not required as a condition of purchasing goods or services.

### Message Frequency

Message frequency may vary depending on your interaction with us. You may receive messages related to appointments, service updates, customer support, billing, account notifications, or other communications you have requested or agreed to receive.

### Message and Data Rates

Message and data rates may apply. Charges are determined by your mobile carrier and your mobile phone plan.

### Opt-Out Instructions

You may opt out of receiving text messages at any time by replying STOP to any message we send.

After you reply STOP, we may send one confirmation message to confirm that you have been unsubscribed. After that, you will no longer receive SMS/MMS messages from us unless you opt in again.

### Help Instructions

For help, reply HELP to any text message from us or contact us directly:

Phone: (419) 734-3045

Email: [info@erie-environmental.com](mailto:info@erie-environmental.com)

## **Delivery Disclaimer**

Wireless carriers are not liable for delayed or undelivered messages. Message delivery is subject to your mobile carrier's network availability and is not guaranteed.

## **Privacy**

We respect your privacy. Please review our Privacy Policy at: <https://erie-environmental.com/privacy-policy>

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Text messaging originator opt-in data and consent will not be shared with any third parties, except for service providers that help us deliver text messages and only as necessary to provide that service.

## **Supported Carriers**

Text messaging may not be available on all mobile carriers or devices.

## **Changes to These Terms**

We may update these SMS Terms and Conditions from time to time. Updates will be posted on this page with a revised effective date.

## **Contact Us**

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