GREYSCALE ARCHITECTURE, INC.

Privacy Policy

This policy explains what personal information Greyscale Architecture, Inc. collects, how we use it, who we share it with, and the choices you have. It applies to greyscaleinc.com and to how we communicate with you by phone, text message, email, and in person.

Effective date: October 20, 2026

Who we are

Greyscale Architecture, Inc. ("Greyscale," "we," "us," or "our") is an architecture firm based in Roseville, California. If you have questions about this policy, see Contact us at the end of this policy.

Information we collect

Information you give us. When you contact us, request a consultation, or become a client, we may collect:

- Your name and contact information, such as email address, phone number, and mailing address
- Property and project information, such as the property address, project type, budget, schedule, drawings, documents, and photos
- Messages you send us by phone, text message, email, or through our website forms, including any photos or files you attach
- Billing information needed to invoice you and record your payments
- How you heard about us and who referred you

Information collected automatically. When you visit our website, our website host automatically receives standard technical information, such as your IP address, browser type, device type, the pages you visit, the referring website, and the date and time of your visit. We use this information to operate, secure, and troubleshoot the site.

We do not ask for sensitive information such as Social Security numbers or bank account numbers through our website or by text message. Please do not send it to us that way.

How we use your information

- To respond to inquiries and schedule consultations
- To provide our services, including architectural design, planning and permitting, construction documents, and construction administration
- To communicate with you about your project by phone, text message, and email

- To prepare proposals, contracts, and invoices, and to keep business records
- To send our email newsletter if you subscribe. You can unsubscribe at any time using the link in any newsletter.
- To operate, secure, and improve our website
- To comply with the law, professional licensing requirements, and legal process, and to protect our rights

We do not use your mobile phone number to send marketing or promotional text messages.

Text messaging (SMS and MMS)

We use text messaging to communicate with clients, prospective clients, consultants, and contractors about projects, including scheduling, project updates, questions and answers, and sharing photos and documents.

We text you only if you have given us your mobile number and agreed to receive text messages from us, for example by texting our business number, asking a member of our team to text you, or agreeing to text communication in your project agreement. Consent to receive text messages is not a condition of any purchase or service.

Message frequency varies. Message and data rates may apply. Reply STOP to any message to opt out, or reply HELP for help. Full program details are in our Text Messaging Terms.

No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. All other categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

How we share information

We do not sell or share your personal information, and we do not rent or trade it. We disclose information only in these situations:

- Service providers. Companies that perform services for us, such as website hosting, email, phone and text messaging, accounting, payment processing, and project management software. They may use your information only to provide those services to us.
- Your project team. Consultants and contractors working on your project, such as engineers, surveyors, and builders, when needed to deliver the services you hired us for.
- Government agencies. Building departments and other agencies that review your project. Permit applications and approved plans may become public records under California law.
- Legal requirements. When required by law, subpoena, or court order, or when needed to protect the rights, property, or safety of Greyscale, our clients, or others.
- Business transfers. As part of a merger, acquisition, or sale of all or part of our business, subject to this policy.

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Cookies, analytics, and Do Not Track

Our website does not use advertising cookies or tracking pixels, and we do not allow third parties to collect information about your online activities over time or across other websites through our site. Pages that show embedded content from another company, such as a map, may let that company set its own cookies under its own privacy policy.

Because we do not track visitors across websites and do not sell or share personal information, our site does not need to respond differently to browser Do Not Track or Global Privacy Control signals.

How long we keep information

We generally keep project records, including related correspondence and text messages, for at least ten years after a project is completed, because California law allows certain construction claims to be brought up to ten years after completion (Code of Civil Procedure section 337.15). We keep other information only as long as needed for the purposes in this policy or as required by law, then delete or de-identify it.

How we protect information

We use reasonable administrative, technical, and physical safeguards, such as access controls and encrypted connections, to protect your information. No method of transmission or storage is completely secure, so we cannot guarantee absolute security. If a security breach affects your personal information, we will notify you as required by California law.

Your choices and rights

You may ask us to:

- Tell you what personal information we have about you
- Correct information that is inaccurate
- Delete your information, unless we need to keep it for a project record, a legal obligation, or another lawful reason
- Stop sending you our email newsletter or text messages

To make a request, contact us using the information below. We may need to confirm your identity before acting on a request, and we will respond within 45 days. We will not treat you differently for making a request.

Children's privacy

Our website and services are intended for adults. We do not knowingly collect personal information from children under 16. If you believe a child has given us personal information, contact us and we will delete it.

Links to other websites

Our website links to other sites, such as Instagram and LinkedIn. Those companies control their own sites and privacy practices, and this policy does not apply to them.

Changes to this policy

We may update this policy from time to time. When we do, we will post the new version at greyscaleinc.com/privacy-policy and update the effective date. If we make a material change to how we use or share personal information, we will also notify active clients directly.

Contact us

For questions or requests about this policy or your personal information, contact us. If you need this policy in another format, we will provide it.

Call (916) 384-0595
Email Admin@Greyscaleinc.com
Mail: Greyscale Architecture, Inc., 3009 Douglas Blvd, Suite 115, Roseville, CA 95661

The current version of this policy is always available at www.greyscaleinc.com/privacy-policy. If this PDF and the web page ever differ, the web page controls.