

## **PRIVACY POLICY NOTICE**

**Last Modified: January 22, 2026**

### **Our Commitment To Privacy**

It is Dynamic Home Repair's policy to respect your privacy regarding any information we may collect. We share your concerns about privacy and have created this privacy policy ("Privacy Policy") to demonstrate our firm commitment. The following discloses what information we gather on our website, how we use this information, and under what circumstances we may disclose the information to a third party. This Privacy Policy applies to information we collect through the website. See Dynamic Home Repair's Consumer Privacy Notice — California Consumers (below) for details on Dynamic Home Repair's commitment to the California Consumer Protection Act.

### **Collection of Personal Information**

We collect personal information that identifies you such as name, postal address, and email address ("personal information"). We also utilize a third party to match IP addresses with company names. We receive and store this information, including any submissions that you make. We may use the personal information collected from visitors in the following ways:

- To respond to an inquiry.
- To send you notifications about your accounts or transactions with us.
- To analyze our business and use of our website to enhance our site, develop new features, products, or services.
- To contact you to discuss your interest in Dynamic Home Repair.
- This personal information may be shared with our affiliates only when necessary to perform services on your behalf.

We do not knowingly collect information from children under the age of 13. Should we learn that a child under the age of 13 has provided us with personal information, we will delete that information from our database.

As a Dynamic Home Repair client, sharing information with selected third parties, such as companies who help service the Dynamic Home Repair program's clients and dealerships, may be necessary. Dynamic Home Repair will never sell or rent lists of our clients, our clients' professional advisors or client customer information. Dynamic Home Repair may disclose information if legally required to do so to comply with a legal process.

## **Messaging Terms and Conditions**

No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. All the stated categories in this privacy policy exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties. End users can opt out of receiving further messages by replying STOP or ask for more information by replying HELP. Message frequency may vary. Message and data rates may apply.

## **Information You Provide to Us**

The information we collect on or through our website may include:

- Information that you provide by filling in forms on our website. This includes information provided at the time of submitting a claim, ordering products, and making requests. We may also ask you for information when you report a problem with our website.
- Records and copies of your correspondence (including email addresses), if you contact us.
- Details of transactions you carry out through our website and of the fulfillment of your orders. You may be required to provide financial information before placing an order through our website.

## **Website Visitors**

Like most website operators, Dynamic Home Repair collects non-personally identifying information that web browsers and servers typically make available, such as browser type, language preference, referring site, and date and time of visitors' requests. Our purpose in collecting this information is to help us better understand how Dynamic

Home Repair's visitors use the website.

## **External Links**

Dynamic Home Repair's site may provide links to other websites, including those of Dynamic Home Repair's affiliates, as well as third party websites. Unless expressly stated, Dynamic Home Repair does not control these websites and this Privacy Policy does not apply. You should proceed to these external websites at your own risk and review the privacy policy of the external website for details on their policy.

## **IP Address**

We log all connections to our web servers. These logs include your IP address, which is not personally identifying information, but general information about your location, connection to the internet and your internet service provider. We use your IP address to help diagnose problems with our server and to administer the site. We also use provider data to match IP addresses with company names. While we do not detect or share personally identifiable information, we may match your IP address with company name, location and any publicly available web and email address associated with your company name. Additionally, we will use your IP address to track your navigation of the site and your navigation history may be used in current and future marketing efforts.

## **Cookies**

To enhance your online experience, Dynamic Home Repair uses "cookies," which are small pieces of information stored in a user's browser giving that user a unique identification. Dynamic Home Repair uses cookies to help identify and track visitors and their usage of our website. We may insert cookies into your browser to identify you as a previous user. Cookies contain non-personally identifying information. All cookies are established on a per session basis and are not permanently stored on your machine. By continuing to navigate our website without changing your cookie settings, you acknowledge and agree to Dynamic Home Repair's use of cookies.

## **Security**

To enhance the security of your personal information is important to us, and we have

implemented security procedures to protect the personal information that you provide us. However, no method of transmitting or storing electronic data is ever completely secure. While we strive to protect your personal information, we cannot guarantee its absolute security.

### **Dynamic Home Repair Consumer Privacy Notice — California Consumers**

The California Consumer Privacy Act (“CCPA”) requires that we inform you about the categories of personal information that are collected about you and the purposes in which it is used.

The categories of information we collect are:

- Identifiers, such as your name, postal address, telephone number, email address, and other contact information.
- Transaction details, such as home information and warranty details.
- Internet or similar network activity.
- Geolocation data.
- Other information you provide to us.

This information is collected from the following sources:

- From you, such as when you file a claim, make a request, or report a problem.
- From publicly available sources.
- From third parties such as a selling dealer.

This personal information collected is used for the following business purposes:

- To process your contract.
- To process your claim(s).
- To respond to your inquiry or request.

- To comply with legal obligations.
- As described to you when collecting personal information.

We respect your privacy regarding any personal information we may collect and have security procedures in place to protect that information.

This website is equipped with a third party program that uses provider data to match IP addresses with company names. We are not able to detect nor share your personally identifiable information; however, we may be provided with your company name and location and any publicly available web and email addresses associated with your company name. We may use this information to contact you about your interest in Dynamic Home Repair.

Under the CCPA, California consumers have the following rights:

### **Right to know**

You have the right to know and request information about the categories and specific information we have collected about you, the categories of sources from which such information is collected, the purpose for collecting such information, and the categories of third parties with whom we disclose such information. You also have the right to know if we have sold, shared, or disclosed your personal information. We do not sell or share personal information. You may also request a copy of the personal information we have collected.

### **Right to request deletion**

You have the right to request the deletion of your personal information, subject to certain exceptions and our record retention policy. We may deny your deletion request under certain circumstances and will inform you of the basis for the denial.

### **Right to correct**

You have the right to correct your personal information if inaccurate.

### **Right to opt-out of sale, sharing, and targeted advertising**

We do not knowingly “sell” or “share” personal information, including the personal information of children under 16 years old. We also do not engage in targeted advertising.

## **Right to non-discrimination**

You have the right to not be discriminated against for exercising any of these rights.

## **Verifiable Consumer Request**

If you would like to exercise one or more of the rights above, you may submit a verifiable consumer request to us by either: (800) 674-2604 or [support@dynamichomerepair.com](mailto:support@dynamichomerepair.com). An authorized agent may make a request on your behalf but must submit proof that you have authorized them to act on your behalf.

We may need to confirm your verifiable consumer request before completing your request, and, for example, may ask for you to confirm information we already have about you. We will only use personal information provided in a consumer request to verify the requestor's identity or authority to make the request.

## **Consumer Rights**

If you have any questions or concerns regarding the Privacy Policy or you are a California resident who would like to request that we remove your collected information from our database, please contact us at any time via email at **[support@dynamichomerepair.com](mailto:support@dynamichomerepair.com)** or **(800) 674-2604**.