

PRIVACY POLICY

Comhood – Commercial Hood Safety

Comhood ("we," "us," or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard the information you provide when you visit our website (comhood.webflow.io) or contact us to request our services. Please read this policy carefully. By using our website or submitting your information to us, you agree to the practices described herein.

1. Information We Collect

1.1 Information You Provide Directly

We collect personal information that you voluntarily provide when you:

- Submit a free quote request through our website
- Call or email us to inquire about our services
- Engage us to perform installation or inspection services

The types of information we may collect include:

- Full name and job title
- Business name and address
- Email address
- Phone number
- Details about your facility and project requirements

1.2 Information Collected Automatically

When you visit our website, certain technical information may be collected automatically by our website hosting platform (Webflow) and any analytics tools in use, including:

- IP address and general geographic location
- Browser type and version
- Pages visited and time spent on the site
- Referring website or search terms used to find us
- Device type and operating system

This information is collected through cookies and similar tracking technologies. It is used in aggregate form to understand how visitors use our website and to improve our online presence.

1.3 Information We Do Not Collect

We do not collect payment card information directly through our website. Payments are handled separately and securely through agreed-upon payment methods at the time of service. We do not knowingly collect personal information from individuals under the age of 18.

2. How We Use Your Information

We use the information we collect for the following purposes:

- To respond to your quote requests and inquiries
- To schedule, perform, and follow up on installation and inspection services
- To communicate with you about your project, including updates and invoicing
- To comply with applicable legal and regulatory obligations
- To improve the quality of our services and website
- To send you relevant service reminders (e.g., upcoming required fire suppression inspections), with your consent

We do not use your personal information for automated decision-making or profiling.

3. How We Share Your Information

We respect your privacy and do not sell, rent, or trade your personal information to third parties. We may share your information only in the following limited circumstances:

3.1 Service Providers

We may share your information with trusted third-party service providers who assist us in operating our business, such as scheduling software, email platforms, or accounting tools. These providers are contractually obligated to keep your information confidential and to use it only to perform services on our behalf.

3.2 Legal Requirements

We may disclose your information if required to do so by law, court order, or governmental authority, or if we believe in good faith that such disclosure is necessary to protect our rights, protect your safety or the safety of others, or investigate fraud.

3.3 Business Transfers

In the event that Comhood is acquired by or merged with another company, your information may be transferred as part of that transaction. We will notify you via prominent notice on our website before your information becomes subject to a different privacy policy.

4. Cookies and Tracking Technologies

Our website is hosted on Webflow, which may use cookies and similar technologies to operate the site and collect usage data. A cookie is a small text file placed on your device when you visit a website.

You can instruct your browser to refuse all cookies or to notify you when a cookie is being sent. However, some features of our website may not function properly if cookies are disabled. For

more information about how Webflow handles data, please refer to Webflow's Privacy Policy at webflow.com/legal/privacy.

5. Data Retention

We retain your personal information for as long as necessary to fulfill the purposes for which it was collected, including to provide our services, maintain business records, and comply with legal obligations. For active clients, we retain project-related records for a minimum of seven (7) years to comply with applicable business and tax regulations. When information is no longer needed, we securely delete or anonymize it.

6. Data Security

We implement reasonable administrative, technical, and physical safeguards designed to protect your personal information from unauthorized access, disclosure, alteration, or destruction. However, no method of transmission over the internet or electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

In the event of a data breach that affects your personal information, we will notify you as required by applicable law.

7. Your Privacy Rights

Depending on your state of residence, you may have certain rights regarding your personal information, including the right to:

- Access the personal information we hold about you
- Request correction of inaccurate or incomplete information
- Request deletion of your personal information, subject to our legal retention obligations
- Opt out of receiving marketing or service reminder communications from us

To exercise any of these rights, please contact us using the information provided in Section 10 below. We will respond to your request within a reasonable timeframe and in accordance with applicable law. We will not discriminate against you for exercising your privacy rights.

8. Third-Party Links

Our website may contain links to third-party websites for your convenience. This Privacy Policy does not apply to those external sites. We encourage you to review the privacy policies of any third-party websites you visit, as we have no control over their content or privacy practices and assume no responsibility for them.

9. Children's Privacy

Our website and services are intended for commercial business clients and are not directed at children under the age of 18. We do not knowingly collect personal information from children. If you believe we have inadvertently collected information from a minor, please contact us immediately and we will take steps to delete such information.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable law. When we make material changes, we will update the Effective Date at the top of this policy and post the revised version on our website. We encourage you to review this policy periodically. Your continued use of our website or services after any changes constitutes your acceptance of the updated policy.

11. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or the way we handle your personal information, please contact us:

Comhood – Commercial Hood Safety

Phone: (414) 678-1518

Website: comhood.webflow.io

Service Areas: Ohio, Kentucky, Indiana, and Wisconsin
