

RAY & CO

Privacy Policy

Ray & Co Corp

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Ray & Co Corp ("Ray & Co", "we", "us", or "our") respects your privacy. This Privacy Policy explains how we collect, use, share, and protect personal information when you visit raycocorp.com, request a quote, submit a contact form, communicate with us by email or phone, or engage Ray & Co Corp for installation or operations services.

By using the website or submitting information through any Ray & Co Corp channel, you agree to the practices described in this policy.

1. Who we are

Ray & Co Corp is a Florida corporation providing premium appliance delivery, installation, and operations services in South Florida and the Southeast United States. Our principal office is located in Miami-Dade County, Florida. Contact information is published at raycocorp.com.

For privacy questions, contact: info@raycocorp.com

2. Information we collect

2.1 Information you provide directly

When you interact with Ray & Co Corp, you may provide:

- **Contact information:** name, business name, phone number, email address, mailing address, project site address
- **Project information:** scope of work requested, building name, unit count, appliance brands and models, target dates, COI requirements, point of contact at the site
- **Communication content:** messages submitted through the website contact form, email correspondence, voicemails, text messages
- **Payment and billing information:** business entity name, billing contact, billing address, tax ID where applicable, payment method details processed through our payment vendors. Ray & Co Corp does not store full payment card numbers on its own systems.

2.2 Information collected automatically

When you visit raycocorp.com:

- **Device and browser data:** IP address, browser type and version, operating system, screen resolution, referring URL, pages visited, time on page, click paths
- **Cookies and similar technologies:** see Section 6 below
- **Analytics:** aggregated traffic data through Google Analytics and Webflow site analytics

2.3 Information collected during a project

When Ray & Co Corp is engaged for installation or operations services, we may collect:

- **Project documentation:** photographs of the work site before, during, and after installation; product serial numbers; delivery acknowledgments; signed work orders
- **Site access information:** building access protocols, unit access schedules, contact details for property managers or owners
- **Manufacturer registration data:** when authorized by the client, registration information submitted to appliance manufacturers on the end user's behalf

2.4 Information received from third parties

We may receive information from:

- **Referral partners** (developers, retailers, designers, manufacturers) when they introduce a project to us
 - **Manufacturer portals** when verifying warranty status or registering installations
 - **Credit reference sources** when extending commercial credit terms to new business accounts
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3. How we use information

We use the information we collect to:

1. Respond to quote requests, inquiries, and customer service messages 2. Schedule, dispatch, and complete installation and operations services 3. Issue quotes, invoices, statements, and project reports 4. Communicate with you about active projects, including Friday client reports where contracted 5. Process payments and reconcile accounts 6. Document completed installations for warranty, manufacturer registration, and internal quality records 7. Comply with legal, tax, accounting, and regulatory obligations including those under Florida law 8. Improve our website, services, and internal operations 9. Pursue legitimate business interests such as fraud prevention, contract enforcement, and protection of Ray & Co Corp employees and assets 10. Send occasional service-related updates. We do not send mass marketing email to individuals who have not consented.

We do not sell personal information for monetary consideration, and we do not engage in cross-context behavioral advertising.

4. How we share information

We share information only as needed to operate the business. Recipients include:

4.1 Service providers and operational vendors

Vendor	Purpose	Data shared
Webflow	Website hosting and analytics	Pageview data, form submissions
Jobber	Field service operations, scheduling, invoicing	Client contact, project, scheduling, invoice data
QuickBooks Online (Intuit)	Accounting, AR, payroll	Billing contact, invoice, payment data
CompanyCam	Project photo documentation	Photos taken on the job site, project tags, location stamps
Google Workspace	Email, calendar, document storage	All communications and documents handled through Ray & Co Corp email
Google Analytics	Website usage analytics	Anonymized pageview and session data
Payment processors (ACH, card)	Payment processing	Billing contact, transaction data

Each vendor is contractually obligated to handle data consistent with industry standards. A current list of subprocessors can be requested by email.

4.2 Manufacturers and warranty partners

When we register installations under manufacturer warranties or coordinate Factory Certified Installer programs, we share end user contact information, product serial numbers, and installation dates with the manufacturer or their authorized portal, subject to client authorization.

4.3 Project parties

For active projects, we share information with the client of record, the property owner or general contractor, and any designated project manager or site coordinator as required to complete the work. Site access information is shared only with personnel directly involved in execution.

4.4 Legal and compliance

We may disclose information when required by law, valid legal process, or to protect the rights, safety, or property of Ray & Co Corp, our clients, employees, or others. This includes responses to subpoenas, court orders, or government inquiries.

4.5 Business transactions

If Ray & Co Corp is involved in a merger, acquisition, financing, or sale of assets, personal information may be transferred to the successor entity, subject to commercially reasonable confidentiality protections.

5. How we protect information

Ray & Co Corp uses commercially reasonable physical, technical, and administrative safeguards to protect personal information. These include:

- Encrypted data transmission for the website and all vendor portals
- Role-based access to internal systems
- Strong authentication on email, accounting, and operations platforms
- Restricted access to physical documents stored at our office
- Background-screening procedures for personnel handling client data

No method of transmission or storage is fully secure. We cannot guarantee absolute security, but we promptly investigate and respond to any suspected incident affecting client data.

6. Cookies and tracking technologies

raycocorp.com uses cookies and similar technologies for:

- **Essential website function:** session management, form security
- **Analytics:** understanding aggregated traffic patterns through Google Analytics and Webflow
- **No advertising trackers:** we do not run retargeting pixels, social ad pixels, or third-party advertising cookies

You can disable cookies through your browser settings. Disabling essential cookies may break parts of the website. To opt out of Google Analytics specifically, install the Google Analytics Opt-Out Browser Add-on.

7. Retention

We retain personal information for as long as needed to deliver services, meet contractual commitments, and comply with legal and accounting obligations. Typical retention periods:

Category	Retention
Quote requests not converted to projects	24 months
Active project records (contracts, invoices, communications)	7 years after project close, per IRS and Florida statute
Project photo documentation	Indefinite, subject to client opt-out request

Category	Retention
Website analytics data	Per Google Analytics defaults (typically 26 months)
Payroll and contractor records	Per IRS and Florida Department of Revenue requirements

Records that have passed their retention period are deleted or de-identified.

8. Your rights

Depending on your jurisdiction, you may have the right to:

- **Access** the personal information Ray & Co Corp holds about you
- **Correct** inaccurate or incomplete information
- **Delete** information that we no longer need to retain
- **Restrict** or **object** to certain processing
- **Receive a copy** of your information in a portable format
- **Withdraw consent** where processing is based on consent

8.1 California residents

Under the California Consumer Privacy Act and the California Privacy Rights Act, California residents have the rights listed above plus the right to opt out of any "sale" or "sharing" of personal information. Ray & Co Corp does not sell personal information and does not share personal information for cross-context behavioral advertising. To exercise CCPA rights, email the privacy contact listed in Section 1.

8.2 Florida residents

Florida law does not currently provide a general consumer privacy rights regime equivalent to California, but Ray & Co Corp honors access, correction, and deletion requests from Florida residents on a good-faith basis.

8.3 How to make a request

Send a written request to the privacy contact in Section 1. We will verify your identity using information already in our records and respond within 30 days, with a one-time extension permitted by law. There is no charge for the first request in any 12-month period.

9. Children's privacy

Ray & Co Corp services are directed to businesses and adult consumers. We do not knowingly collect personal information from children under 13. If you believe a child has submitted information through our channels, contact the privacy address in Section 1 and we will delete it.

10. Project photography and client work

Ray & Co Corp documents installations and project sites through photography for internal quality control, warranty support, and where authorized for marketing.

- Photos taken on a client site are retained as a project record
- We do not publish photos that identify a private homeowner, a unit interior with personally identifying details, or a security-sensitive layout without written authorization
- A media release clause in our master services agreement governs the use of project photography for marketing. Where no MSA is in place, we obtain written authorization before publishing identifiable project imagery.

Property owners or end users who do not want a specific project photo retained for marketing can request its removal from active marketing assets. We will honor that request promptly. Backups and internal project records may be retained for warranty and operational purposes.

11. International data transfers

Ray & Co Corp operates from the United States. If you submit information from outside the United States, you understand that your information will be transferred to and processed in the United States, which may have different privacy protections than your country of residence.

12. Third-party links

raycocorp.com may include links to third-party sites, manufacturer portals, or partner platforms. We are not responsible for the privacy practices of third parties. Review their privacy policies before submitting information.

13. Changes to this policy

We may update this Privacy Policy from time to time. When we make material changes, we will update the "Last Updated" date at the top of the page and, where appropriate, post a notice on the website. Continued use of the website or services after an update means you accept the revised policy.

14. Contact

For privacy questions, requests, or to report a concern:

- **Ray & Co Corp**
- Attn: Privacy Contact
- 1390 NE 41st Pl, Homestead, FL 33033
- Email: info@raycocorp.com

- Phone: (305) 901-0541
- Web: raycocorp.com

This Privacy Policy is a Ray & Co Corp internal draft. Before publishing, request a review by a Florida-licensed business attorney to confirm compliance with current Florida statutes, CCPA, and any other applicable law. This document is informational and not legal advice.