

Pro Elite Exteriors – Privacy Policy V2

Last Updated: June 2026

Introduction

Pro Elite Exteriors ("we," "our," "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website (myproelite.com), use our services, or interact with us through customer service channels, including telephone calls and Short Message Service (SMS) text messaging. Please read this privacy policy carefully. If you do not agree with the terms of this privacy policy, please do not access the site or engage with our services.

Information We Collect

We may collect information about you in a variety of ways. The information we may collect on the site or via communication channels includes:

Personal Data

Personally identifiable information, such as your name, shipping address, email address, and telephone number (including your mobile device phone number), and demographic information, such as your age, gender, hometown, and interests, that you voluntarily give to us when you register with the site or when you choose to participate in various activities related to the site, such as contact forms, service requests, online chat, and message boards.

Derivative Data

Information our servers automatically collect when you access the site, such as your IP address, your browser type, your operating system, your access times, and the pages you have viewed directly before and after accessing the site.

Financial Data

Financial information, such as data related to your payment method (e.g., valid credit card number, card brand, expiration date) that we may collect when you purchase, order, return, exchange, or request information about our services from the site.

Data From Social Networks

User information from social networking sites, such as Facebook, Google, Instagram, including your name, your social network username, location, gender, birth date, email address, profile picture, and public data for contacts, if you connect your account to such social networks.

Mobile Device Data

Device information, such as your mobile device ID, model, and manufacturer, and information about the location of your device, if you access the site from a mobile device.

Third-Party Data

Information from third parties, such as personal information or network friends, if you connect your account to the third party and grant the site permission to access this information.

Data From Contests, Giveaways, and Surveys

Personal and other information you may provide when entering contests or giveaways and/or responding to surveys.

Use of Your Information

Having accurate information about you permits us to provide you with a smooth, efficient, and customized experience. Specifically, we may use information collected about you via the site or communication channels to:

- Create and manage your account.
- Process your transactions and send you related information, including purchase confirmations and invoices.
- Manage orders, deliver products, and provide you with services.
- Improve the content and functionality of our website.
- Communicate with you about your account, service appointments, or transactions.
- Send you updates, promotional materials, and other information about our services.
- Send SMS text messages to your mobile device for service delivery updates, scheduling notifications, appointment reminders, and promotional materials (where you have explicitly opted in).
- Conduct telephone calls to follow up on inquiries, provide project estimates, coordinate services, and handle customer care requests.
- Protect against, identify, and prevent fraud and other unlawful activity, claims, and other liabilities.
- Monitor and analyze usage and trends to improve your experience with the site.
- Request feedback and contact you about your use of the site.
- Resolve disputes and troubleshoot problems.

- Respond to product and customer service requests.
- Conduct other business activities as needed.

Disclosure of Your Information

We may share information we have collected about you in certain situations. Your information may be disclosed as follows:

- **By Law or to Protect Rights:** If we believe the release of information about you is necessary to respond to legal process, to investigate or remedy potential violations of our policies, or to protect the rights, property, and safety of others, we may share your information as permitted or required by any applicable law, rule, or regulation.
- **Third-Party Service Providers:** We may share your information with third parties that perform services for us or on our behalf, including payment processing, data analysis, email delivery, hosting services, customer service, and marketing assistance to support our standard operational business needs.
- **Marketing Communications:** With your consent, we may share your information with third parties for marketing purposes, as permitted by law. *This entirely excludes mobile telephone numbers and SMS text messaging originator opt-in data and consent, which will never be shared with or disclosed to third parties for marketing purposes.*
- **Business Transfers:** We may share or transfer your information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.
- **Affiliates:** We will not share your information with our affiliates. Affiliates include our parent company and any subsidiaries, joint venture partners, or other companies that we control or that are under common control with us.
- **Other Third Parties:** We will not share your information with advertisers and investors. We will not share your information with such third parties for marketing purposes.

SMS and Mobile Communication Privacy Policy

Pro Elite Exteriors values and respects your mobile privacy. No mobile information, phone numbers, or text messaging originator data and consent will be shared with third parties, affiliates, or any other external entities for marketing or promotional purposes. All categories of personal data collected exclude text messaging opt-in data and consent; this information remains strictly confidential and is used solely for standard communication directly between you and Pro Elite Exteriors. Message frequency varies. Message and data rates may apply. You can reply STOP to opt out at any time or HELP for assistance.

Security of Your Information

We use administrative, technical, and physical security measures to help protect your personal information. While we have taken reasonable steps to secure the personal information you provide to us, please be aware that despite our efforts, no security measures are perfect or impenetrable, and no method of data transmission can be guaranteed against any interception or other type of misuse.

Options Regarding Your Information

You may at any time review or change the information in your account or terminate your account by:

- Logging into your account settings and updating your account.
- Contacting us using the contact information provided below.

Upon your request to terminate your account, we will deactivate or delete your account and information from our active databases. However, some information may be retained in our files to prevent fraud, troubleshoot problems, assist with any investigations, enforce our terms of use, and/or comply with legal requirements.

SMS and Phone Communication Opt-Out

You may opt out of receiving SMS text messages or phone calls from us at any time. To cease receiving text messages, simply reply "STOP" to any SMS message received from Pro Elite Exteriors. After sending "STOP", you will receive a single final confirmation message, and no further text messages will be transmitted to your mobile number unless re-initiated. You can also modify your communication preferences or request to be placed on our internal Do-Not-Call list by contacting us directly using the information below.

Changes to This Privacy Policy

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal, or regulatory reasons. We will notify you of any changes by posting the new privacy policy on this page and updating the date at the top of this document.

Contact Us

If you have questions or comments about this privacy policy, please contact us at:

Pro Elite Exteriors

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East Norriton, PA 19401

Email: info@myproelite.com

Phone: 215-770-5058

By using the site and providing your telephone number, you consent to our privacy policy.