

Privacy Policy

Hometown Closet Company

Effective Date: January 1, 2026

At Hometown Closet Company, we value your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, communicate with us, or use our services.

1. Information We Collect

We may collect the following types of information:

Personal Information

Information you voluntarily provide to us, including:

- Name
- Phone number
- Email address
- Home address
- Project details and measurements
- Payment or billing information
- Photos or files you provide related to your project

Automatically Collected Information

When you visit our website, we may automatically collect:

- IP address
- Browser type
- Device information
- Pages visited
- Date and time of visits
- Website usage data through cookies or analytics tools

2. How We Use Your Information

We use the information we collect to:

- Respond to inquiries and provide estimates
- Schedule consultations and installations
- Design and deliver custom storage solutions
- Process payments and invoices
- Improve our website, services, and customer experience
- Send appointment reminders, project updates, or marketing communications
- Comply with legal obligations

3. Sharing Your Information

We do not sell your personal information.

We may share your information with trusted third parties only when necessary to operate our business, including:

- Payment processors
- Installation subcontractors
- Software providers and CRM platforms
- Delivery or shipping providers
- Legal or regulatory authorities when required by law

All third-party service providers are expected to maintain the confidentiality and security of your information.

4. Cookies and Analytics

Our website may use cookies and similar technologies to improve user experience and analyze website traffic. These tools may collect information about how visitors use our site.

You can modify your browser settings to decline cookies if you prefer.

5. Data Security

We implement reasonable administrative, technical, and physical safeguards to help protect your personal information. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

6. Your Rights and Choices

Depending on your location and applicable laws, you may have the right to:

- Request access to your personal information
- Request corrections or updates
- Request deletion of your information
- Opt out of marketing communications

To exercise these rights, please contact us using the information below.

7. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites.

8. Children's Privacy

Our services are not directed toward children under the age of 13, and we do not knowingly collect personal information from children.

9. SMS & Mobile Information Policy

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes.

All other categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

10. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Any changes will be posted on this page with an updated effective date.

11. Contact Us

If you have questions about this Privacy Policy or how your information is handled, please contact:

Hometown Closet Company

Huntsville, Alabama

Website: www.hometownclosetcompany.com

Email: erin@hometownclosetcompany.com

Phone: 256 -434-8727