



# Red Star Electric – Privacy Policy

**Effective Date: November 17, 2025**

Red Star Electric (“we,” “our,” or “us”) operates [www.redstarelectric.net](http://www.redstarelectric.net) (the “Website”) and provides electrical services, including EV charger installation. This Privacy Policy explains how we collect, use, disclose, and protect your information when you visit our Website or communicate with us, including through SMS text messaging.

By using our Website or providing your information, you consent to the practices described in this Privacy Policy.

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## 1. Information We Collect

We may collect the following types of personal information:

### Personal Information You Provide

- Name
- Phone number
- Email address
- Mailing address
- Any information you submit via forms, scheduling requests, or customer inquiries
- SMS communication preferences and opt-in status

### Automatically Collected Information

When you visit our Website, we may automatically collect:

- IP address

- Browser type and version
  - Device information
  - Pages viewed
  - Time and date of visit
  - Cookies and tracking data
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## **2. How We Use Personal Information**

We use the information we collect for purposes including:

- Providing and improving our services
  - Scheduling and confirming appointments
  - Sending service-related communications, including SMS messages
  - Responding to questions and customer support requests
  - Sending quotes, updates, or notifications you've requested
  - Maintaining and improving website performance
  - Marketing communications (email or SMS), only when users have provided consent
  - Ensuring compliance with legal or regulatory obligations
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## **3. SMS/Text Messaging Terms**

If you opt in to receive SMS messages from Red Star Electric, the following terms apply:

### **Types of Messages You May Receive**

- Appointment confirmations or reminders
- Service updates or notifications
- Project scheduling messages
- Estimates or quote-related messages
- Customer support communications
- Occasional promotional or informational messages

### **Messaging Frequency**

**Messaging frequency may vary** based on your interaction with us.

### **Costs**

**Message and data rates may apply** depending on your wireless plan.

### **Opt-Out Instructions**

You may opt out of SMS messages at any time by replying:

**STOP** – to stop receiving messages

**HELP** – for assistance

You may also contact us at [info@redstarelectric.net](mailto:info@redstarelectric.net) or visit [www.redstarelectric.net](http://www.redstarelectric.net) for further help.

### **SMS Consent Disclosure (Required Language)**

**SMS consent is not shared with third parties.**

We do not sell, rent, or disclose SMS opt-in information to any third-party or affiliate.

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## **4. How We Share Personal Information**

We may share your information only in the following situations:

- **Service Providers:** With trusted partners who assist in operating our website, communicating with customers, or delivering services (e.g., scheduling tools, website hosting providers).
- **Legal Requirements:** When required to comply with applicable law, regulation, legal process, or government request.
- **Business Operations:** As necessary to protect our rights, prevent fraud, or ensure the security of our systems.

**We do NOT share SMS consent with any third parties.**

We do **not** sell or rent personal information.

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## **5. Cookies and Tracking Technologies**

We use cookies and similar technologies to enhance your website experience, analyze performance, and improve functionality. You can adjust your browser settings to refuse cookies, but this may impact your browsing experience.

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## **6. Data Retention**

We retain personal information only as long as necessary for business purposes, including:

- Customer communication
  - Service history records
  - Legal or regulatory compliance
  - Website analytics
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## **7. Data Security**

We use commercially reasonable measures to protect personal information. However, no method of transmission or electronic storage is fully secure, and we cannot guarantee absolute security.

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## **8. Children's Privacy**

We do not knowingly collect personal information from children under age 18. If we discover such information has been collected, we will delete it promptly.

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## **9. Links to Other Websites**

Our Website may contain links to third-party sites. We are not responsible for their content or privacy practices. We encourage you to review their policies before providing any personal information.

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## **10. Your Privacy Rights**

Depending on your location, you may have rights to:

- Access, update, or delete your personal information
- Request corrections
- Opt out of marketing communications
- Withdraw consent at any time

To exercise these rights, contact us at the information below.

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## **11. SMS Terms & Conditions (Required by RingCentral)**

For convenience, we include the Terms here:

- Messaging frequency may vary
  - Message and data rates may apply
  - Text STOP to opt out
  - Text HELP for support
  - Visit [www.redstarelectric.net/privacy-policy](http://www.redstarelectric.net/privacy-policy) for our Privacy Policy
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## **12. Changes to This Privacy Policy**

We may update this Privacy Policy at any time. The updated date will be posted at the top of this page. Continued use of our Website or communication channels indicates acceptance of the revised policy.

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## **13. Contact Us**

For questions about this Privacy Policy or SMS Terms, contact us at:

**Red Star Electric**

Phone: **708-722-1388**

Email: **[info@redstarelectric.net](mailto:info@redstarelectric.net)**

Website: **[www.redstarelectric.net](http://www.redstarelectric.net)**

