Precision Plumbing & Heating Systems, Inc. PRIVACY NOTICE

Last Updated: June 30, 2026

Introduction

This Privacy Notice describes the privacy practices of Precision Plumbing & Heating Systems, Inc. ("Company," "we," "our," or "us") in connection with the https://www.precisiontc.com/ website and any other website that the Company owns or controls and which posts or links to this Privacy Notice, and its related products and services (collectively, the "Site").

Please read this Privacy Notice carefully to understand our policies and practices regarding your information. If you do not agree with our policies and practices, your choice is not to use the Site. By accessing or using the Site, you acknowledge this Privacy Notice.

Updates to This Notice

We may update this Privacy Notice based upon evolving laws, regulations and industry standards, or as we may make changes to our Site. We will post changes to our Privacy Notice on this page and encourage you to review our Privacy Notice when you use our Site to stay informed. We will take appropriate measures to inform you, consistent with the significance of the changes we make. If you disagree with the changes to this Privacy Notice, you should discontinue your use of the Site.

Children

The Site is not directed to, and we do not knowingly collect Personal Information from, anyone under the age of 18. If a parent or guardian becomes aware that his or her child has provided us with information, they should contact us. We will delete such information from our files as soon as reasonably practicable.

Personal Information We Collect

INFORMATION YOU PROVIDE US

We may collect information that personally identifies you such as your first name, last name, address, email, phone number, and any other information you provide to us that may be used to reasonably identify you ("Personal Information") when using the various forms on our website, including our contact form.

INFORMATION WE AUTOMATICALLY COLLECT

When you visit the Site, we may automatically collect certain information about your device, including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device using cookies and similar technologies. Additionally, as you browse the Site, we may collect information about the individual web pages or services that you view, what websites or search terms referred you to the Site, and information about how you interact with the Site.

Cookies & Similar Technologies

We use cookies (small, often encrypted, text files that are stored on your computer or mobile device) and similar technologies ("Cookies") to provide you with certain functions on our Site and help collect data. This section explains how we use Cookies to collect information about the way you use our Site and how you can control them.

How We Use Cookies

We use Cookies to track how you use our Site by providing usage statistics. Cookies are also used to deliver our information (including updates) and allow account authentication to you based on your browsing history and previous visits to the Site. Information supplied to us using Cookies helps us to provide a better online experience to our visitors and users and send marketing communications to them, as the case may be. We may combine the information we collect from Cookies with Personal Information that we have collected from you to learn more about how you use our Site to improve it.

Types of Cookies

We use both session Cookies (which expire once you close your web browser) and persistent Cookies (which stay on your device until you delete them). To make it easier for you to understand why we need them, the Cookies we use on our Site can be grouped into the following categories:

- Strictly Necessary: These Cookies are necessary for the Site to work properly. They include any essential authentication and authorization Cookies for our Site.

- Functional: These Cookies enable technical performance and allow us to remember the choices you make while browsing our Site, including any preferences you set. They also include sign-in and authentication Cookies and IDs that enable you to return without additional sign-in.

- Performance/Analytics: These Cookies allow us to collect certain information about how you navigate the Site and services running on your device. They help us understand which areas you use and what we can do to improve them.

- Targeting: These Cookies are used to deliver relevant information related to our Site to an identified machine or other device (not a named or otherwise identifiable person) which has previously been used to visit our Site. Some of these types of Cookies on our Site are operated by third parties with our permission and are used to identify advertising sources that are effectively driving customers to our Site.

How to Control and Delete Cookies

Cookies can be controlled, blocked or restricted through your web browser settings. Information on how to do this can be found within the Help section of your browser. All Cookies are browser specific. Therefore, if you use multiple browsers or devices to access websites, you will need to manage your Cookie preferences across these environments.

Find out how to manage Cookies on popular browsers:

- Google Chrome, available at https://support.google.com/accounts/answer/61416?co=GENIE.Platform%3DDesktop&hl=en
- Microsoft Edge, available at https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy
- Mozilla Firefox, available at https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences
- Microsoft Internet Explorer, available at https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies
- Opera, available at https://www.opera.com/help/tutorials/security/privacy/
- Apple Safari, available at https://support.apple.com/guide/safari/manage-cookies-sfri11471/mac

If you are using a mobile device to access the Site, you will need to refer to your instruction manual or other help/settings resource to find out how you can control Cookies on your device. For more information about cookies, and how to disable cookies, visit http://www.allaboutcookies.org.

Please note that if you restrict, disable or block any or all Cookies from your web browser or mobile or other device, the Site may not operate properly, and you may not have access to our services available through the Site. We are not responsible for your inability to use our Site or any degraded function you may experience that may be caused by your settings and choices regarding Cookies.

How We Use Personal Information

We use your Personal Information for the following purposes and as otherwise described in this Privacy Notice or at the time of collection:

- To provide, operate and improve the Site;
- To fulfill any requests you place using our Site;
- To establish and maintain your account on the Site;
- To communicate with you about the Site, including by sending you announcements and administrative messages;
- To personalize your experience with the Site and communicate with you;
- To provide support and maintenance;

- To respond to your request and feedback;
- To provide you with the Company's marketing communications;
- To help us advertise the Site and display advertisements to you;
- To respond to law enforcement requests and as required by applicable law, court order, or governmental regulations;
- To comply with legal obligations; and
- With your consent.

Messaging Terms & Conditions

For the complete terms governing our text messaging program, including message types, opt-out options, and carrier information, please see our Mobile Text Messaging Terms of Use at https://www.precisiontc.com/privacy-policy/. **Opt-in data and phone numbers will not be shared or sold to third parties for marketing purposes**

How We Share Personal Information

We do not share your Personal Information with third parties without your consent, except as described in this Privacy Notice. We may share your Personal Information with our corporate parent, subsidiaries, and affiliates, for purposes consistent with this Privacy Notice.

We may share your Personal Information with third party companies and individuals that provide services on our behalf or help us operate the Site (such as professional advisors, customer support, hosting, analytics, email delivery, marketing, and database management services). These third parties may use your Personal Information only as directed or authorized by us and in a manner consistent with this Privacy Notice, and are prohibited from using or disclosing your information for any other purpose. We may also share your Personal Information for compliance purposes.

We may sell, transfer or otherwise share some or all of our business or assets, including your Personal Information, in connection with a business transaction (or potential business transaction) such as a corporate divestiture, merger, consolidation, acquisition, reorganization or sale of assets, or in the event of bankruptcy or dissolution.

Privacy Technology Practices

Do Not Track

Some Internet browsers may be configured to send "Do Not Track" signals to the online services that you visit. We currently do not respond to "Do Not Track" or similar signals. To find out more about "Do Not Track," please visit http://www.allaboutdnt.com.

Links to Third Party Websites

The Site may contain links to other websites, mobile applications, and other online services operated by third parties. These links are not an endorsement of, or representation that we are affiliated with, any third party. In addition, our content may be included on web pages or in mobile applications or online services that are not associated with us. We do not control third party websites, mobile applications or online services, and we are not responsible for their actions. Other websites, mobile applications and services follow different rules regarding the collection, use and sharing of your Personal Information. We encourage you to read the privacy policies of the other websites, mobile applications and online services you use.

Data Security

We employ a number of administrative, technical, and physical safeguards designed to protect the Personal Information we collect. The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Service, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. We urge you to be careful about giving out information in public areas of the Site.

Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your Personal Information, we cannot guarantee the security of your Personal Information transmitted to our Site. Any transmission of Personal Information is at your own risk.

California's Shine the Light Law

California Civil Code Section 1798.83 permits users of our Site that are California residents to request certain information regarding our disclosure of the information you provide through the website to third parties for their direct marketing purposes. To make such a request, please contact us at the information provided below.

Data Retention

We strive to retain Personal Information for no longer than is reasonably necessary for its processing purpose. The applicable retention period depends on the purpose for which Personal Information was obtained and on specific data retention obligations arising from applicable laws that may require the data to be held for a certain period of time.

We may retain Personal Information for a longer period than is necessary for its processing purpose in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect of our relationship with you. In some circumstances, such as for research and statistical purposes (including the generation of aggregate statistical studies), we will anonymize your Personal Information, in which case we may use this information indefinitely without further notice to you.

Summary of Data Disclosed to Third Parties

Below we have included a list of the categories of Personal Information we have collected and disclosed for a business purpose in the preceding twelve (12) months. These categories are defined under Cal. Civ. Code § 1798.140(v)(1). Please note that the Company does not "sell" your Personal Information as that term is defined under California law. Additionally, the following chart identifies the categories of Personal Information that the Company has shared with third parties for cross-context behavioral advertising purposes in the preceding twelve (12) months. The Company does not sell Personal Information.

Category	Examples	Collected?	Shared for Cross-Context Behavioral Advertising? / Categories of Third Party Recipients	Disclosed to Third Parties for a Business Purpose?
A: Identifiers	A real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, Social Security number, driver's license number, passport number, or other similar identifiers.	YES	YES / Advertising networks and social media platforms	YES
B: Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)).	A name, signature, Social Security number, physical characteristics or description, address, telephone number, passport number, driver's license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information. Some personal information included in this category may overlap with other categories.	YES	NO	YES
C: Protected classification characteristics under California or federal law.	Age (40 years or older), race, color, ancestry, national origin, citizenship, religion or creed, marital status, medical condition, physical or mental disability, sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions), sexual orientation, veteran or military status, genetic information (including familial genetic information).	YES	NO	YES
D: Commercial Information	Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.	YES	NO	YES
E: Biometric Information	Genetic, physiological, behavioral, and biological characteristics, or activity patterns used to extract a	YES	NO	YES

Category	Examples	Collected?	Shared for Cross-Context Behavioral Advertising? / Categories of Third Party Recipients	Disclosed to Third Parties for a Business Purpose?
	template or other identifier or identifying information, such as, fingerprints, faceprints, and voiceprints, iris or retina scans, keystroke, gait, or other physical patterns, and sleep, health, or exercise data.			
F: Internet or other similar network activity	Browsing history, search history, information on a consumer's interaction with a website, application, or advertisement.	YES	YES / Advertising networks and social media platforms	YES
G: Geolocation Data	Physical location or movements.	NO	NO	N/A
H: Sensory Data	Audio, electronic, visual, thermal, olfactory, or similar information.	NO	NO	N/A
I: Professional or employment-related information	Current or past job history or performance evaluations.	YES	NO	YES
J: Non-public education information (per the Family Educational Rights and Privacy Act (20 U.S.C. Section 1232g, 34 C.F.R. Part 99)	Education records directly related to a student maintained by an educational institution or party acting on its behalf, such as grades, transcripts, class lists, student schedules, student identification codes, student financial Information, or student disciplinary records.	YES	NO	YES
K: Inferences drawn from other personal information.	Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.	YES	YES / Advertising networks and social media platforms	YES
Sensitive Personal Information	Social Security Numbers	YES	NO	NO

State Privacy Rights

Certain state consumer privacy laws may provide their residents with additional rights regarding our use of their Personal Information. California residents and residents of Colorado, Connecticut, Delaware, Florida, Indiana, Iowa, Kentucky, Maryland, Montana, Nebraska, New Hampshire, Oregon, Tennessee, Texas, Utah, and Virginia may exercise some or all of the rights disclosed in this "State Privacy Rights" section. The exact scope of these rights may vary by state.

Residents of the states listed above – please see the "Exercising Your State Privacy Rights" section below for instructions regarding how to exercise these rights. Please note that we may process Personal Data of our customers' end users or employees in connection with our provision of certain services to our customers. If we are processing your Personal Data as a service provider, you should contact the entity that collected your Personal Data in the first instance to address your rights with respect to such data. Additionally, please note that these rights are subject to certain conditions and exceptions under applicable law, which may permit or require us to deny your request. If you have any questions about this section or whether any of the following rights apply to you, please contact us at precision@precisiontc.com.

Access

You may have the right to request confirmation of whether or not we are processing your Personal Information and to access your Personal Information.

Correction

You may have the right to correct inaccuracies in your Personal Information, to the extent such correction is appropriate in consideration of the nature of such data and our purposes of processing your Personal Information.

Portability

You may have the right to request a copy of your Personal Information in a machine-readable format, to the extent technically feasible.

Deletion

You have the right to request us to delete your Personal Information.

Opt-Out of Certain Processing Activities, Including Sharing for Cross-Context Behavioral Advertising

You may have the right to opt-out of the processing of your Personal Information for targeted advertising purposes. The Company does not sell your Personal Information as that term is defined under applicable state privacy laws. However, the Company may share your Personal Information with third parties for cross-context behavioral advertising purposes, including through the use of cookies, pixels, and similar tracking technologies. You have the right to opt out of such sharing. To exercise your right to opt out of the sharing of your Personal Information for cross-context behavioral advertising, please contact us using the information provided below or submit a request through the mechanisms described in the "Exercising Your State Privacy Rights" section. Some browsers and browser extensions support the Global Privacy Control ("GPC") that can send a signal to the online services you visit indicating that you do not wish your Personal Information to be shared for cross-context behavioral advertising. When we detect such a signal, we will make reasonable efforts to respect your choices as required by applicable law.

Exercising Your State Privacy Rights

To exercise the rights described in this Privacy Notice, you or your Authorized Agent (defined below) must send us a request that (1) provides sufficient information to allow us to verify that you are the person about whom we have collected Personal Information, and (2) describes your request in sufficient detail to allow us to understand, evaluate and respond to it.

Each request that meets both of these criteria will be considered a "Valid Request." We may not respond to requests that do not meet these criteria. We will only use Personal Information provided in a Valid Request to verify your identity and complete your request. You do not need an account to submit a Valid Request.

We will work to respond to your Valid Request within the time period required by applicable law. We will not charge you a fee for making a Valid Request unless your Valid Request(s) is excessive, repetitive or manifestly unfounded. If we determine that your Valid Request warrants a fee, we will notify you of the fee and explain that decision before completing your request.

To submit a request please email us at: precision@precisiontc.com or call us at (231) 947-0100.

Residents of California and Colorado may also authorize an agent (an "Authorized Agent") to exercise your rights on your behalf. To do this, you must provide your Authorized Agent with written permission to exercise your rights on your behalf, and we may request a copy of this written permission from your Authorized Agent when they make a request on your behalf.

Appealing a Denial

If we refuse to take action on a request within a reasonable period of time after receiving your request in accordance with this section, you may have the right to appeal our decision. In such appeal, you must (1) provide sufficient information to allow us to verify that you are the person about whom the original request pertains and to identify the original request, and (2) provide a description of the basis of your appeal. Please note that your appeal will be subject to your rights and obligations afforded to you under applicable state laws. If we deny your appeal you may have the right to contact your state attorney general.

To submit an appeal please email us at precision@precisiontc.com with subject line "Data Privacy Appeal".

CONTACT US

For questions or comments about this Privacy Notice and our privacy practices, contact us at:

Precision Plumbing & Heating Systems, Inc.

3233 Cass Rd

Traverse City, MI 49684

Mobile Text Messaging Terms of Use

These Mobile Text Messaging Terms of Use ("Mobile TOU") set out the terms that apply when you sign up to receive text messages from Precision Plumbing & Heating Systems, Inc. (the "Company"). Please read these terms carefully. By signing up to receive text messages from us, you agree to this Mobile TOU and the Company's Privacy Policy, as amended from time to time (collectively, the "Terms"). If you do not agree with these Terms, including any future changes, please do not sign up to receive text messages from us.

When you sign up, the Company may send you text messages about your account and services, including service appointment confirmations and reminders, technician dispatch notifications, account and billing updates, seasonal promotions and special offers, and customer satisfaction follow-ups. These messages are delivered directly to your mobile phone via SMS and/or MMS.

GENERAL MOBILE MESSAGING TERMS

The Company sends marketing, informational, and account update text messages to customers who have signed up to receive them. When you provide the Company with your mobile phone number, you are expressly agreeing that the Company may send text messages (including SMS and MMS) to that phone number. You also agree to pay any applicable charges to your wireless bill or to have them deducted from your prepaid balance for this service. You acknowledge that you are 18 years of age or older and have the consent of the wireless account holder.

The Company may send recurring automated marketing mobile messages per month. The number of account update and informational messages you receive will depend on your service activity with the Company. If you signed up by texting a signup keyword, you will receive a confirmation text message and may need to reply as instructed to complete registration. Message frequency may vary. Message and data rates may apply. Reply **STOP** to unsubscribe. Reply **HELP** for help or email precision@precisiontc.com for assistance. Carriers are not liable for delayed or undelivered messages. Our Privacy Policy can be viewed at https://www.precisiontc.com/privacy-policy/.

Texts may be sent automatically, including via an automatic telephone dialing system and/or sequencing system. Consent is not required as a condition of purchasing any goods or services. You agree to notify the Company of any changes to your mobile number and update your subscription to reflect this change. Your carrier may prohibit or restrict certain mobile features, and certain mobile features may be incompatible with your carrier or mobile device. Contact your carrier with questions regarding these issues.

We do not sell your mobile information. We may share your information with our corporate parent, subsidiaries, and affiliates for purposes consistent with this Mobile TOU and our Privacy Policy. The information you provide when signing up to receive text messages, including your

consent, will not be shared with any other third parties other than our necessary service providers or as required by applicable law.We may also transfer your information in connection with a business transaction (or potential business transaction) such as a corporate divestiture, merger, consolidation, acquisition, reorganization, or sale of assets, or in the event of bankruptcy or dissolution. The collection and use of your personal information in connection with this program, including your rights under applicable state privacy laws, is governed by our Privacy Policy at https://www.precisiontc.com/privacy-policy/. We retain information collected through this program in accordance with all applicable laws and regulations.

STOP RECEIVING TEXT MESSAGES

The Company sends two types of test messages: Marketing Messages (promotions, special offers, and other commercial communications) and Transactional Messages (appointment confirmations, technician updates, account notifications, and other service-related communications). How you opt out depends on which type of message you reply to.

Opting Out of Marketing Messages Only

If you reply **STOP** to a Marketing Message, you will be opted out of Marketing Messages only. You will receive one final confirmation message acknowledging your opt-out, and no further marketing messages will be sent. You will continue to receive Transactional Messages related to your active service requests.

Opting Out of All Messages

If you reply **STOP** to a Transactional Message, you will be opted out of all messages from the Company, including both Marketing Messages and Transactional Messages. You will receive one final confirmation message acknowledging your opt-out. No further messages of any kind will be sent to your mobile number unless you later sign up again to receive text messages from us.

"STOP" requests are not case sensitive.

Opting Out by Email

You may also opt out of marketing messages, transactional messages, or both, by sending an email with your mobile phone number and your opt-out preference to precision@precisiontc.com. Please allow up to 48 hours from receipt of an email opt-out request to process your removal.

Note: Opting out of text messages does not affect other communications you may receive from the Company, such as email or direct mail, unless you separately opt out of those channels.

QUESTIONS / COMMENTS / CONCERNS

Please direct all comments, questions, or concerns regarding the Company's text messaging program to precision@precisiontc.com or our customer support line at (231) 947-0100.

HELP COMMAND

For help at any time, reply **HELP** to any text from The SEER Group, or email precision@precisiontc.com for assistance. This text messaging program is provided by the Company, but message and data rates may apply.

REQUIREMENTS

To participate in the Company's text messaging program, you must have a text messaging-enabled mobile device with an active text messaging plan and be 18 years of age or older.

CARRIERS SUPPORTED

The Company's text messaging program works with all major U.S. carriers, including: AT&T, T-Mobile®, Verizon Wireless, Sprint, Boost, Cricket, MetroPCS, U.S. Cellular, Virgin Mobile, and other regional carriers.

CHANGE OF TERMS

The Company reserves the right to modify this Mobile TOU by posting new versions at https://www.precisiontc.com/privacy-policy/, and may provide additional notice of significant changes. Your continued receipt of text messages following such changes constitutes your acceptance of those changes.