



Privacy Policy for Texas Responsible Energy, Inc.

Effective Date: January 01, 2025

At Texas Responsible Energy, Inc., we respect and protect your privacy. This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you visit our website, engage with our services, or communicate with us in any manner. By accessing or using our services, you agree to the terms outlined in this Privacy Policy.

1. Information We Collect

We may collect the following types of personal information:

- Contact Information: such as your name, address, phone number, and email address.
- Service Information: such as details about the solar design, engineering, and installation services you inquire about or purchase.
- Payment Information: when applicable, such as credit card or bank account details to process payments.
- Text Message Data: If you choose to communicate with us via text message, we may collect data related to those interactions (such as your phone number, message content, and opt-in confirmation).

2. How We Use Your Information

We may use the information we collect for the following purposes:

- To provide and improve our solar design, engineering, and installation services.
- To respond to inquiries and provide customer support.
- To send promotional communications, with your consent, regarding new products, services, or offers.
- To process payments and transactions.
- To comply with legal obligations and enforce our terms of service.

3. Text Message Opt-In and Data Usage

By opting into receiving text messages from Texas Responsible Energy, you give us consent to communicate with you via SMS or MMS about your solar installation or repair reminders, service inquiries, updates, or offers. You may opt-in by voluntarily providing your phone number through our website, customer service, or other means of communication.

Consent for Text Messages:

- Your opt-in consent will be explicitly recorded, and you may withdraw consent at any time by replying with the word “STOP” or using another opt-out mechanism provided in the message.

4. Text Message Data Sharing Policy

We are committed to maintaining your privacy. Any text message originator data (including your phone number and any message content) you provide through text communication will not be shared with third parties for marketing, sales, or any other purposes, except as required by law or as necessary to fulfill our services (for example, when engaging a third-party payment processor for transactions). We do not sell, rent, or lease your phone number or text message data to third parties.

5. Data Retention

We will retain your personal data only for as long as necessary to fulfill the purposes outlined in this Privacy Policy or as required by law. You can request that we delete your information at any time by contacting us.

6. Data Breach Notification

In the event of a data breach that compromises your personal information, we will notify affected individuals without undue delay, in accordance with applicable laws. We will make reasonable efforts to inform you about the breach and provide guidance on any necessary actions to protect your information.

7. Third-Party Service Providers

We may share your personal information with trusted third-party service providers who assist us in operating our website, conducting business, or servicing you, so long as those parties agree to keep your information confidential and use it only for the purposes specified by us. These third-party providers may include, but are not limited to, payment processors, hosting services, and email marketing platforms.

8. Security of Your Information

We use commercially reasonable measures to protect the personal information we collect from unauthorized access, use, or disclosure. However, please note that no data transmission over the internet is completely secure, and we cannot guarantee absolute security.

9. Your Rights and Choices

You have the right to:

- Access, update, or correct your personal information.
- Opt-out of receiving promotional communications from us at any time.
- Withdraw consent for text message communications.

To exercise any of these rights, please contact us at the details below.

10. Third-Party Websites

Our website may contain links to other websites. Please note that this Privacy Policy does not apply to any third-party websites. We encourage you to review the privacy policies of any linked websites you visit.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We will notify you of any significant changes by posting the new Privacy Policy on this page with an updated "Effective Date."

12. Contact Us

If you have any questions about this Privacy Policy or wish to exercise your rights, please contact us:

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Tyler, Texas
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