



North Texas Air Solutions LLC

9716 County Road 529A
Burleson, TX 76028
United States

PRIVACY POLICY

Effective Date: July 2026

This document is a clean website-ready text version for the marketing team. Company logos, colors, typography, spacing, and final website formatting should follow the North Texas Air Solutions brand book.

North Texas Air Solutions LLC ("Company," "we," "our," or "us") respects your privacy and is committed to protecting the personal information entrusted to us. This Privacy Policy explains how we collect, use, share, and protect information received through our website, contact forms, phone calls, email, SMS/text communications, financing inquiries, membership enrollments, and field service operations.

I. Scope

This Privacy Policy applies to website visitors, prospective customers, residential customers, commercial customers, Comfort Care members, and anyone who interacts with North Texas Air Solutions LLC.

II. Information We Collect

- We may collect information that you voluntarily provide to us, including:
 - Name
 - Service address or property address
 - Phone number
 - Email address
 - Property information
 - HVAC equipment information
 - Service history
 - Estimate, invoice, and job details
 - Membership enrollment information
 - Financing inquiry information
 - Payment-related information
 - Website analytics, cookies, and usage data
 - Photos, videos, or documentation related to HVAC equipment, jobsite conditions, or completed work

We may also collect information provided during phone calls, text messages, emails, website forms, online scheduling, field visits, and customer service communications.



III. How We Use Information

We use the information we collect to:

- Provide estimates and proposals
- Schedule appointments
- Dispatch technicians
- Complete HVAC services, repairs, maintenance, and installations
- Administer Comfort Care memberships
- Send appointment reminders and service updates
- Send invoices, estimates, and payment links
- Process payments
- Respond to customer questions and support requests
- Review financing inquiries when requested
- Improve our website, operations, and customer experience
- Maintain business records
- Comply with legal, tax, insurance, and accounting obligations
- Protect against fraud, unauthorized activity, or misuse of our services

IV. Payments and Financial Information

North Texas Air Solutions LLC may use trusted third-party payment processors to process payments securely. We do not store full credit card numbers, debit card numbers, or full banking information on our own systems.

Payment-related information may be processed by third-party providers for the purpose of completing transactions, issuing invoices, processing refunds, maintaining accounting records, and preventing fraud.

V. Financing Inquiries

If you submit a financing inquiry or request financing information through our website, forms, or team members, we may share the information you provide with financing partners, lenders, or financing platforms only for the purpose of reviewing, processing, or supporting your financing request.

Submitting a financing inquiry does not guarantee approval. Financing terms, approvals, and conditions are determined by the financing provider or lender.

6. Project Documentation, Photos, and Videos

During the course of providing services, North Texas Air Solutions LLC may photograph or record HVAC equipment, installations, work areas, jobsite conditions, diagnostic findings, completed work, and related project details.

These photos and videos may be used for:

- Estimating



- Job documentation
- Quality assurance
- Warranty support
- Technician training
- Safety review
- Internal recordkeeping
- Customer communication
- Portfolio, website, social media, or marketing purposes when appropriate

We make reasonable efforts to avoid capturing confidential, personally identifiable, or sensitive information when documenting projects.

We will not publicly post images or videos that clearly identify a customer, residence, business, address, vehicle, individual, private area, or sensitive information without appropriate authorization.

VII. SMS/Text Communications

By providing your phone number, you agree to receive service-related text messages from North Texas Air Solutions LLC. These may include appointment reminders, technician updates, scheduling messages, estimates, invoices, service updates, membership communications, and customer support messages.

Message frequency may vary. Message and data rates may apply.

You may opt out of SMS/text communications at any time by replying STOP. You may request assistance by replying HELP.

Marketing text messages, if used, will include available opt-out methods. Opting out of marketing communications does not prevent us from sending important service-related messages when necessary to complete or support an active job, appointment, invoice, or customer request.

VIII. Email and Phone Communications

We may contact you by email or phone regarding estimates, scheduling, service updates, invoices, payments, memberships, warranty matters, customer support, and other business-related communications.

You may request to update your contact preferences by contacting us directly.

IX. Cookies and Website Analytics

Our website may use cookies, analytics tools, and similar technologies to improve website performance, understand visitor activity, measure marketing effectiveness, and improve user experience.

You may adjust your browser settings to block or limit cookies. Some website features may not function properly if cookies are disabled.



X. Information Sharing

We do not sell or rent personal information.

We may share information only when reasonably necessary to operate our business, provide services, or comply with legal obligations. This may include sharing information with:

- CRM and scheduling platforms
- Payment processors
- Financing providers
- Website hosting providers
- Analytics providers
- Email and SMS communication platforms
- Accounting professionals
- Legal advisors
- Insurance providers
- Subcontractors or service partners when required for a project
- Government agencies or authorities when required by law

We require trusted providers to use information only for the services they provide to us or as otherwise permitted by law.

XI. Data Security

We use reasonable administrative, technical, and physical safeguards to protect personal information. However, no method of electronic transmission, storage, or online communication can be guaranteed to be 100% secure.

Customers should avoid sending sensitive financial information, passwords, or confidential personal information by unsecured email or text message.

XII. Data Retention

We retain personal information only as long as reasonably necessary to provide services, maintain business records, administer memberships, comply with legal obligations, resolve disputes, support warranty documentation, and operate our business.

XIII. Customer Rights

Depending on applicable law, customers may request access to, correction of, or deletion of certain personal information.

To make a privacy-related request, please contact us using the information listed at the end of this Privacy Policy. We may need to verify your identity before processing certain requests.

Some information may be retained when required for legal, tax, accounting, warranty, insurance, dispute resolution, or legitimate business purposes.



XIV. Children's Privacy

Our services are intended for adults and property owners, tenants, managers, contractors, or authorized representatives. Our website and services are not directed to children under 13. We do not knowingly collect personal information from children under 13.

XV. Third-Party Links

Our website may contain links to third-party websites, financing platforms, payment portals, product manufacturers, or other external resources.

We are not responsible for the privacy practices, security, content, or policies of third-party websites. Customers should review the privacy policies of any third-party websites they visit.

XVI. Policy Updates

We may update this Privacy Policy from time to time. The effective date at the top of this page will reflect the latest revision.

Continued use of our website or services after updates are posted means you acknowledge the updated Privacy Policy.

17. Contact Information

North Texas Air Solutions LLC 9716 County Road 529A Burleson, TX 76028

Phone: (214) 601-2535

Email: info@northtexasairsolutions.com