

Privacy Policy

Last updated: December 28, 2025

Valor Home Services (“Valor,” “we,” “us,” or “our”) respects your privacy. This Privacy Policy explains how we collect, use, and protect information when you visit our website at <https://valorhomeservices.com/> (the “Site”), contact us, or use our services.

By using the Site or providing us with your information, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We may collect the following types of information:

a. Information you provide to us directly

- Contact details such as your name, email address, phone number, and mailing address
- Project details such as property address, photos, preferences, budget, and notes
- Messages you send us through forms, email, text, or phone calls
- Scheduling information, including requested appointment dates and times

b. Information collected automatically

When you use the Site, we may automatically collect:

- IP address, browser type, device type, and operating system
- Pages you visit, time spent on pages, and referring/exit pages
- General location information based on your IP address

c. Cookies and similar technologies

We may use cookies and similar technologies to operate the Site, remember your preferences, and understand how visitors use the Site. You can adjust cookie settings in your browser, but some features of the Site may not function properly if cookies are disabled.

2. How We Use Your Information

We may use your information to:

- Respond to your inquiries and provide estimates or proposals

- Schedule and manage appointments and projects
 - Communicate with you about your project, including updates and customer service
 - Send you service reminders, follow-ups, and, where permitted, marketing messages
 - Improve our services, Site, and customer experience
 - Maintain internal records and comply with legal or regulatory obligations
3. Text Messages and Phone Calls

By providing your phone number, you agree that we may contact you by call or text message (SMS/MMS) regarding your inquiries, appointments, and services. Message and data rates may apply. You can opt out of marketing texts at any time by replying STOP, or by contacting us using the information below.

4. How We Share Your Information

We do not sell your personal information.

We may share your information with:

- Service providers and vendors who help us operate our business (for example: scheduling, customer relationship management, email, messaging, or payment processing tools)
- Subcontractors and partners involved in performing work on your project
- Professional advisors (such as attorneys or accountants), as needed
- Law enforcement or other authorities when required by law or to protect our rights

These parties are only allowed to use your information as needed to provide services to us.

5. Data Security and Retention

We use reasonable administrative, technical, and physical safeguards to help protect the information we collect. However, no method of transmission or storage is 100% secure.

We keep your information for as long as necessary to fulfill the purposes described in this Policy, unless a longer retention period is required or permitted by law (for example, for tax, accounting, or legal purposes).

6. Your Choices

You may:

- Opt out of marketing emails by using the unsubscribe link in the message
- Opt out of marketing texts by replying STOP
- Request that we update or correct your contact information

To exercise these choices, contact us using the details below.

7. Children's Privacy

The Site and our services are not directed to children under 13, and we do not knowingly collect personal information from children under 13. If you believe a child under 13 has provided us with personal information, please contact us so we can remove it.

8. Links to Other Websites

The Site may contain links to third-party websites. We are not responsible for the privacy practices or content of those sites. We encourage you to read the privacy policies of any third-party websites you visit.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we do, we will update the "Last updated" date at the top of this page. Your continued use of the Site after we post changes means you accept those changes.

10. Contact Us

If you have questions about this Privacy Policy or our privacy practices, please contact us at:

Valor Home Services

PO Box 192 | Freeburg | IL | 62243

Phone: 618-484-9805

Email: info@valorhomeservices.com