Privacy Policy

Effective Date: October 15, 2026

PRVN Epoxy Solutions Inc. ("PRVN Epoxy Solutions," "we," "us," or "our") respects your privacy and is committed to protecting the personal information you provide when you visit our website, submit a form (including forms on Facebook or Instagram), request an estimate, contact our team, or otherwise interact with our business.

This Privacy Policy explains what information we collect, how we use it, how we protect it, and the choices you have regarding your information.

1. Information We Collect

We may collect information that you voluntarily provide, including:

- First and last name
- Email address
- Phone number
- Property address or service location
- Information about your flooring or epoxy project
- Any other information you submit through our website forms, Facebook or Instagram lead forms, phone calls, text messages, or emails

We may also automatically collect certain technical information when you visit our website, such as your IP address, browser type, device type, pages visited, referring website, and general website usage information.

2. How We Use Your Information

PRVN Epoxy Solutions Inc. may use the information we collect to:

- Respond to inquiries and requests for estimates
- Contact you about your flooring, coating, or related project
- Provide, schedule, and coordinate requested services
- Prepare estimates and project information
- Send appointment reminders and service updates

- Send promotional messages, only where you have separately consented to receive them
- Respond to questions, comments, or requests
- Improve our website, services, and customer experience
- Maintain business and customer records
- Comply with applicable legal and regulatory requirements
- Protect our business, website, customers, and users from fraudulent or unauthorized activity

3. Forms and Communications

If you submit your name, email address, phone number, or project information through a PRVN Epoxy Solutions Inc. website form or a Facebook or Instagram lead form, we may use that information to respond to your request.

4. SMS / Text Messaging

If you provide your mobile phone number and check the box consenting to receive text messages, PRVN Epoxy Solutions Inc. may send you text messages related to your inquiry, estimates, appointment scheduling, and service updates. If you separately consent to marketing messages, we may also send promotional offers.

- Consent to receive text messages is not a condition of purchasing any goods or services.
- Message frequency varies.
- Message and data rates may apply.
- You can opt out at any time by replying **STOP** to any message. After you reply STOP, you will receive one final confirmation message and no further messages unless you opt in again.
- Reply **HELP** for assistance, or contact us at (954) 388-7112 or prvnepoxy@outlook.com.
- Carriers are not liable for delayed or undelivered messages.

5. Information Sharing

No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. Information sharing to subcontractors in support services, such as customer service, is permitted. All other use case categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

We do not sell, rent, or trade your personal information.

We may share personal information only when reasonably necessary to:

- Provide requested services
- Communicate with you about your project
- Work with service providers that support our business operations (such as website hosting, CRM, scheduling, and communication platforms), who may only use the information to provide services to us
- Comply with legal obligations or lawful requests
- Protect the rights, property, safety, and security of PRVN Epoxy Solutions Inc., our customers, or others

6. Cookies and Website Technologies

Our website and third-party service providers may use cookies, analytics tools, pixels, or similar technologies to understand how visitors use the website and to improve functionality and performance. These technologies may collect information such as pages viewed, time spent on the website, browser type, device information, and general website activity.

You can control or disable cookies through your web browser settings. Disabling cookies may affect certain website functionality.

7. Third-Party Services

PRVN Epoxy Solutions Inc. may use third-party website, analytics, communication, scheduling, advertising, and hosting providers to support our business operations. These providers process information on our behalf only as needed to provide their services, and their handling of information may also be subject to their own privacy policies.

8. Data Security

We take reasonable measures to protect the information you submit. However, no website, electronic transmission, or storage system can be guaranteed to be completely secure, and we cannot guarantee the absolute security of information transmitted to or through our website.

9. Data Retention

We retain personal information for as long as reasonably necessary to fulfill the purposes described in this Privacy Policy, maintain business records, provide services, resolve disputes, enforce agreements, or comply with legal requirements.

10. Children's Privacy

Our website and services are intended for adults and are not directed to children under 13. We do not knowingly collect personal information from children under 13.

11. External Websites

Our website may contain links to third-party websites. PRVN Epoxy Solutions Inc. is not responsible for the privacy practices, content, or security of websites operated by third parties.

12. Your Privacy Choices

Depending on applicable law, you may have the right to request access to, correction of, or deletion of your personal information. To make a request, contact us using the information below. We may need to verify your identity before completing certain requests.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page with a revised effective date.

14. Contact Us

If you have questions about this Privacy Policy, please contact us:

PRVN Epoxy Solutions Inc. Loxahatchee, Florida 33470 Phone: (954) 388-7112 Email: prvnepoxy@outlook.com Website: prvnepoxy.com

PRVN Epoxy Solutions Inc. provides professional epoxy flooring and surface coating services throughout West Palm Beach, Miami, and surrounding South Florida communities.