

# Privacy Policy for Emergency Hero LLC

**Effective Date:** August 31st, 2024

Emergency Hero LLC ("we," "our," or "us") is committed to protecting the privacy of our users ("you" or "your"). This Privacy Policy outlines the types of information we may collect, how we use and protect that information, and your choices regarding your personal data.

## 1. Information We Collect

We may collect personal information that you provide to us directly, including:

- **Contact Information:** Name, email address, phone number, and postal address.
- **Usage Data:** Information on how you interact with our website and services.
- **Technical Data:** IP address, browser type, device type, and other technical information collected via cookies or similar technologies.

## 2. How We Use Your Information

We use your personal information to:

- Provide and maintain our services,
- Communicate with you regarding updates, offers, or customer support,
- Send marketing and promotional messages via email and text message (with your consent where required),
- Analyze and improve our website and services, and
- Comply with legal obligations and enforce our Terms of Service.

## 3. Email and Text Message Communications

With your consent, we may send you promotional emails and text messages to keep you informed about our products, services, and special offers. You may opt out of these communications at any time:

- **Email Opt-Out:** Follow the "unsubscribe" link in any promotional email you receive from us.
- **Text Message Opt-Out:** Reply "STOP" to any promotional text message you receive from us.

Please note that even if you opt out of marketing communications, we may still send you important service-related messages (e.g., order confirmations, account updates).

## 4. Sharing of Information

We do not sell or rent your personal information to third parties. However, we may share your information with:

- **Service Providers:** Third-party vendors who assist in providing services on our behalf, such as payment processing or data analysis.
- **Legal Compliance:** If required by law or in response to valid legal requests.

## **5. Cookies and Tracking Technologies**

Our website may use cookies and similar tracking technologies to enhance your user experience. You can adjust your browser settings to refuse cookies, but this may limit certain functionalities of our site.

## **6. Data Security**

We take reasonable precautions to protect your personal information. However, no data transmission or storage can be guaranteed 100% secure. We cannot ensure or warrant the security of your data, but we work diligently to protect it.

## **7. Your Privacy Choices**

You may:

- Opt out of receiving promotional emails and text messages by following the instructions provided above,
- Access, update, or delete your personal information by contacting us directly, and
- Request details about the data we hold about you.

## **8. Changes to This Policy**

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date. We encourage you to review this policy periodically.

## **9. Contact Us**

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

**Emergency Hero LLC**  
emergencyherollc@gmail.com