

Texting Privacy Policy

Communication via SMS and Mobile Messaging

By providing your mobile phone number to The Duct Cleaning Specialists, you expressly consent to receive communications from us, including text messages (SMS or MMS) and phone calls. These communications relate to your use of our services, account updates, transactional notifications, and other service-related information.

Messages may be sent via automated technology or manual dialing systems.

Message Frequency and Charges

Message frequency may vary based on your interaction with The Duct Cleaning Specialists. Standard message and data rates may apply. Contact your mobile carrier for details.

Opting Out

You may opt out of receiving SMS messages at any time by replying "STOP" to any SMS you receive. After sending "STOP," you will receive a confirmation message, and no further SMS messages will be sent unless you opt in again.

You may also opt out by contacting paul@ductcleaningspecialists.ca directly.

Use and Protection of Mobile Information

Your mobile number and opt-in status will not be shared, sold, rented, or used for third-party marketing purposes. The Duct Cleaning Specialists will only use your phone number as outlined in this Privacy Policy.

Consent and Acceptable Use

Providing your mobile phone number constitutes agreement to receive communications as described above. Our messaging services are subject to our Acceptable Use Policy, covering consent requirements, content restrictions, sender identification, and opt-out handling.

Acceptable Use Policy

Communication via SMS and Mobile Messaging

This Acceptable Use Policy (the "Policy") outlines the rules governing the use of messaging and communication services ("Services") provided by The Duct Cleaning Specialists ("The Duct Cleaning Specialists," "we," "our," or "us"). By using our Services, you agree to comply with this Policy. Failure to comply may result in suspension or termination of access to Services.

Consent Requirements

Obtaining Consent

You must obtain express consent from individuals before sending any SMS, MMS, or other electronic messages. This includes:

- A clear, affirmative opt-in (e.g., checking a box or submitting a web form).
- Disclosure of the type and frequency of messages.
- A link to this AUP and our Privacy Policy.

You must retain a record of consent, such as a timestamp or signed agreement.

Sample Opt- In Language

“By checking this box, you consent to receive text messages from The Duct Cleaning Specialists regarding your account and services. Up to 10 msgs/month. Msg & data rates may apply. Reply STOP to opt out. Consent is not a condition of purchase. See our Privacy Policy and Terms of Use.”

Revocation of Consent (Opt-Out)

Users can revoke consent at any time by replying with standard opt-out keywords (e.g., “STOP”, “UNSUBSCRIBE”). One final message may confirm opt-out. No further messages may be sent without new consent.

Identification

All outbound messages must clearly identify The Duct Cleaning Specialists as the sender, unless they are part of an ongoing conversation initiated by the recipient.

Message Content Restrictions

You may not use our Services to send or facilitate content that includes:

- Unsolicited or Spam Messages
- Illegal or Restricted Content (child exploitation, hate speech, payday loans, debt relief, gambling, etc.)
- SHAFT Content (sexually explicit, hate-based, alcohol, firearms, tobacco)
- Fraudulent or Malicious Content (phishing, malware)

Evasion and Abuse

You may not:

- Use URL shorteners from shared public domains (e.g., Bit.ly)
- Misspell keywords or evade detection filters intentionally
- Send similar messages from multiple numbers (“snowshoeing”)
- Alter headers or spoof sender identity

Frequency and Reconfirmation

If you send recurring messages, you must:

- Inform users of the frequency
- Include regular reminders about opt-out options
- Reconfirm consent periodically as required by law

Enforcement

Violations of this Policy may result in:

- Warning or temporary suspension
- Termination of access to messaging services
- Reporting to telecommunications carriers and regulatory bodies

We reserve the right to amend this Policy at any time.

Privacy and Data Usage

We do not share SMS opt-in information with third parties for marketing purposes. Mobile numbers will only be used for the purposes explicitly consented to, in accordance with our Privacy Policy.

SMS Terms & Conditions

These SMS Terms & Conditions govern the SMS/text messaging services (“Messaging Services”) provided by The Duct Cleaning Specialists (“The Duct Cleaning Specialists,” “we,” “our,” or “us”). By opting into our Messaging Services, you agree to these Terms.

Brand Name

The Duct Cleaning Specialists

Types of Messages You May Receive

By opting in, you may receive:

- Appointment reminders
- Account notifications
- Product or service updates
- Customer support communications
- Promotional and marketing messages (only if consented to)

Message Frequency

Message frequency varies based on your interactions but will not exceed 15 messages per month unless otherwise specified at opt-in.

Message and Data Rates

Standard message and data rates may apply. Please contact your carrier for details.

Opt-Out Instructions

Text “STOP” to cancel at any time. You’ll receive a confirmation message and will no longer receive SMS messages from us unless you opt in again.

Customer Support

Text HELP for assistance

Email: paul@ductcleaningspecialists.ca

Call: (647) 514-3828

Privacy & Data Use

Your number and opt-in information will never be sold or shared for third-party marketing. See our Privacy Policy details.

Changes to Terms

These terms may be updated from time to time. Continued use of the Messaging Services after any changes constitutes your agreement to those changes.