

Privacy Policy

Effective Date: April 24, 2025

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Star Granite Interiors (“we,” “our,” or “us”) respects your privacy and is committed to protecting the personal information you provide to us. This Privacy Policy outlines how we collect, use, disclose, and safeguard your data across all our platforms, including our website, in-person communications, and SMS communications.

Definitions

For this Privacy Policy:

- **Account** refers to a unique account created for you to access our Service or parts of our Service.
- **Affiliate** means an entity that controls, is controlled by, or is under common control with a party, where "control" means ownership of 50% or more of the shares, equity interest, or other securities entitled to vote for election of directors or other managing authority.
- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Star Granite Interiors, 1002 Hartwell Hwy, Elberton, GA 30635.
- **Cookies** are small files that are placed on your computer, mobile device, or any other device by a website, containing the details of your browsing history on that website among their many uses.
- **Device** means any device that can access the Service, such as a computer, a cellphone, or a digital tablet.
- **Personal Data** is any information that relates to an identified or identifiable individual.
- **Service** refers to the Website.
- **Service Provider** means any natural or legal person who processes the data on behalf of the Company. It refers to third-party companies or individuals employed by the Company to facilitate the Service, provide the Service on behalf of the Company, perform services related to the Service, or assist the Company in analyzing how the Service is utilized.
- **Usage Data** refers to data collected automatically, either generated by the use of the Service or from the Service infrastructure itself (for example, the duration of a page visit).
- **Website** refers to Star Granite Interiors, accessible from <http://www.stargraniteinteriors.com/>
- **You** means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Collecting and Using Your Data

Types of Data Collected

Personal Data

We collect personal data you voluntarily provide, including:

- Name
- Email address
- Phone number (with optional SMS consent)
- Mailing address
- Payment information
- Order or appointment details

SMS Consent & Communication

Consent for SMS Communications: By granting consent to receive SMS communications from our company, you can be assured that your phone number and consent will be kept confidential. We will not sell or share your information with third parties or affiliates for marketing purposes. The phone number and consent will only be used to facilitate communication with you.

Types of SMS Communications: The following types of messages may be sent after obtaining consent:

- **Customers and Guests:** Updates on orders, deliveries, or other relevant information.
- **Job Applicants:** Notifications regarding the status of their application.
- **Appointment Reminders:** Reminders about upcoming appointments or events.

Example Message:

"Hi [Customer Name], this is a reminder about your upcoming appointment with Star Granite Interiors on [Date] at [Time]. We look forward to seeing you!" To opt out, reply "STOP" to unsubscribe. Message data rates may apply. Messaging frequency may vary. For assistance, reply "HELP."

Standard Messaging Disclosures:

- To opt out of SMS communications, simply reply with "STOP."
- For assistance or inquiries, reply with "HELP."
- Message and data rates may apply.

Sample Response for "HELP" Reply:

"For further assistance, please visit our website at www.stargraniteinteriors.com or contact us at 800-351-9790."

Message Frequency: You may receive approximately 5-10 messages per day related to your requests. However, the frequency may vary depending on the nature of the communication.

Opt-In Method:

You may opt in to receive SMS messages from Star Granite Interiors in the following ways:

- Verbally, during a conversation
- By submitting an online form
- By filling out a paper form

Opt-Out Method:

You can opt out of receiving SMS messages at any time. To do so, simply reply "STOP" to any SMS message you receive. Alternatively, you can contact us directly to request removal from our messaging list.

Additional Options:

If you do not wish to receive SMS messages, you can opt out by not checking the SMS consent box on our forms.

Usage Data

Usage Data is collected automatically when using the Service.

Usage Data may include information such as Your Device's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers, and other diagnostic data.

When you access the Service by or through a mobile device, We may collect certain information automatically, including, but not limited to, the type of mobile device you use, your mobile device unique ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser you use, unique device identifiers and other diagnostic data.

We may also collect information that your browser sends whenever you visit our Service or access the Service through a mobile device.

Tracking Technologies and Cookies

We use Cookies, web beacons, and scripts for:

- Functionality and personalization

- Website performance and analytics
- User experience improvements

You can opt to disable Cookies in your browser settings.

Use of Your Data

We use your data to:

- Provide and improve services
- Send SMS or email updates (with consent)
- Process payments and invoices
- Manage user accounts
- Respond to inquiries
- Analyze service performance
- Comply with legal obligations

Disclosure of Your Data

We do **not** sell or share personal data, including SMS consent, with third parties for marketing purposes. Your information may only be shared:

- With Service Providers (for technical, operational, or communication purposes)
- In business transfers (mergers or acquisitions)
- When legally required (court order, subpoena)
- With your consent

Retention of Your Data

We retain personal data only as long as necessary to fulfill service requests, comply with legal obligations, resolve disputes, or improve operations.

Transfer of Your Data

Your information, including Personal Data, is processed at the Company's operating offices and in any other places where the parties involved in the processing are located. It means that this information may be transferred to — and maintained on — computers located outside of your state, province, country, or other governmental jurisdiction where the data protection laws may differ from those in your jurisdiction.

Your consent to this Privacy Policy, followed by your submission of such information, represents your agreement to that transfer.

Star Granite Interiors will take all reasonable steps to ensure that your data is treated securely in accordance with this Privacy Policy. No transfer of your data will occur to an organization or country unless adequate controls are in place, including the security of your data and other personal information.

Delete or Modify Your Data

You have the right to:

- Access your data
- Request correction or deletion
- Withdraw SMS consent

To submit a request, email us at service@stargraniteinteriors.com.

Disclosure of Your Data

Business Transactions

If the Company is involved in a merger, acquisition or asset sale, your Data may be transferred. We will provide notice before your Personal Data is transferred and becomes subject to a different Privacy Policy.

Law enforcement

Under certain circumstances, the Company may be required to disclose your data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency).

Other legal requirements

Star Granite Interiors may disclose your data in good faith, in a belief that such action is necessary to:

- Comply with a legal obligation
- Protect and defend the rights or property of the Company
- Prevent or investigate possible wrongdoing in connection with the Service
- Protect the personal safety of Users of the Service or the public
- Protect against legal liability

Security of Your Data

The security of your data is important to us, but please note that no method of transmission over the Internet, or method of electronic storage, is entirely secure. While we strive to use commercially acceptable means to protect your data, we cannot guarantee its absolute security.

Children's Privacy

Our Service does not address anyone under the age of 13. We do not knowingly collect personally identifiable information from anyone under the age of 13. If you are a parent or guardian and you are aware that your child has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from anyone under the age of 13 without verification of parental consent, we will take steps to remove that information from our servers.

External Links

Star Granite Interiors may contain links to other websites that we do not operate. If you click on a third-party link, you will be directed to that third party's site. We strongly recommend that you review the Privacy Policies of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

Changes to This Policy

We reserve the right to update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

We will notify you via email and/or a prominent notice on our Service before the change takes effect, and update the "Last updated" date at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

Contact Us

If you have questions about this Privacy Policy or your data, contact us at:

By email: service@stargraniteinteriors.com