

Privacy Policy

Effective Date and Last Updated: July 13, 2026

Arkansas Mold and Water, Inc. ("Arkansas Mold and Water," "AMW," "we," "us," or "our") respects your privacy. This Privacy Policy explains how we may collect, use, disclose, and protect information when you visit <https://armoldandwater.com/>, contact us, request services, submit a form, or otherwise interact with us.

1. Information We May Collect

Information You Provide

We may collect information you voluntarily provide, including:

- Name, telephone number, email address, service address, mailing address, company, and preferred contact method.
- Information about water damage, mold concerns, property damage, requested services, or property conditions.
- Insurance carrier, claim number, adjuster, agent, or related contact information when you choose to provide it.
- Photographs, videos, documents, or other files you send to us.
- Communications, questions, comments, and customer-service records.
- Other information you choose to provide.

Do not submit Social Security numbers, payment-card information, medical records, account passwords, or other highly sensitive information through a general Website contact form.

Information Collected Automatically

When you use the Website, our hosting provider and other service providers may automatically receive technical information such as Internet Protocol address, browser type, device type, operating system, referring and exit pages, pages viewed, access date and time, approximate geographic region derived from an IP address, Website interactions, and cookie or similar identifiers.

This information may be collected through server logs, security systems, cookies, or similar technologies used to deliver, protect, troubleshoot, and measure the Website.

Information From Other Sources

We may receive information from property owners, tenants, property managers, authorized representatives, insurance carriers, adjusters, agents, referral partners, contractors, consultants, laboratories, service providers, publicly available sources, and other parties involved in a requested or active project.

2. How We May Use Information

We may use information to:

- Respond to calls, emails, forms, and service requests.
- Determine whether and how we may be able to assist.
- Schedule inspections, assessments, estimates, or services.
- Communicate about appointments, projects, documentation, invoices, or customer service.
- Coordinate authorized communications with insurers, adjusters, property managers, contractors, consultants, or other involved parties.
- Prepare estimates, records, reports, photographs, moisture documentation, and project files.
- Operate, maintain, secure, troubleshoot, and improve the Website.
- Measure general Website performance and understand how visitors use it.
- Detect fraud, misuse, security threats, or unlawful activity.
- Maintain business, accounting, insurance, tax, and legal records.
- Comply with legal, regulatory, safety, licensing, and recordkeeping obligations.
- Establish, exercise, or defend legal claims.

- Carry out another purpose disclosed when information is collected or with your consent.

3. Cookies, Hosting, and Analytics

The Website may use cookies or similar technologies that are necessary to deliver pages, maintain security, prevent abuse, remember limited preferences, and support ordinary Website operation. Our web-hosting provider, GoDaddy, may process technical and server-log information when it hosts and delivers the Website.

We do not currently state that we use Google Analytics, Meta Pixel, Hotjar, Microsoft Clarity, advertising pixels, or other optional third-party analytics or advertising tools unless and until such a service is intentionally installed or enabled.

If we later add an analytics, mapping, video, security, chat, scheduling, form-processing, call-tracking, or advertising service, we may update this Privacy Policy and provide a cookie preference tool where appropriate.

You may control cookies through browser settings. Blocking essential cookies or technologies may cause parts of the Website to function improperly.

4. How We May Disclose Information

Service Providers

We may disclose information to providers that support our Website or business, such as web hosting, email, communications, cloud storage, software, security, accounting, legal, records-management, and technical-support providers. These providers may process information only for permitted business purposes and subject to applicable obligations.

Project-Related Parties

When authorized or reasonably necessary for requested services, we may disclose relevant information to property owners, authorized representatives, insurers, adjusters, agents, property managers, contractors, subcontractors, consultants, engineers, industrial hygienists, laboratories, equipment providers, or other project participants.

Legal, Safety, and Business Purposes

We may disclose information when reasonably necessary to comply with law, regulation, court order, subpoena, or legal process; respond to lawful government requests; protect rights, safety, property, or security; investigate fraud or security incidents; enforce an agreement; establish or defend legal claims; or complete a merger, acquisition, financing, sale of assets, reorganization, bankruptcy, or similar transaction.

We may also disclose information at your direction or with your consent.

5. Sale and Targeted Advertising

Arkansas Mold and Water does not sell personal information for money and does not currently share personal information for cross-context behavioral or targeted advertising.

6. Data Retention

We retain information for as long as reasonably necessary to respond to requests, provide services, maintain project and business records, satisfy contractual, insurance, accounting, tax, safety, or legal obligations, resolve disputes, and enforce agreements. Retention periods vary according to the information, project, applicable limitation periods, insurer requirements, and legal obligations.

When information is no longer reasonably needed, we may delete, anonymize, or securely dispose of it, subject to legal requirements and technical limitations.

7. Data Security

We use reasonable administrative, technical, and physical measures intended to protect information under our control. No website, email system, transmission method, device, or storage platform can be guaranteed completely secure. Information submitted electronically is provided at your own risk.

If you believe information submitted to us has been accessed or used improperly, contact us promptly.

8. Your Choices and Privacy Requests

You may:

- Decline to provide optional information.
- Ask us to update inaccurate contact information.
- Unsubscribe from promotional emails using the instructions in the message.
- Adjust cookie settings through your browser or any available Website controls.
- Contact us with a privacy question or request.

Depending on applicable law, you may have rights concerning access, correction, deletion, portability, restriction, or objection. These rights may be subject to identity verification and exceptions for active contracts, legal obligations, recordkeeping, security, and legal claims.

Privacy requests may be sent to info@armoldandwater.com or mailed to the address listed below.

9. Communications

When you submit a contact form, call, text, or provide contact information concerning a service request, you authorize us to respond using the contact method provided. Consent to receive a response is not consent to unrelated automated marketing.

Where required, marketing communications will be sent only with appropriate consent. You may opt out of promotional messages, but we may continue non-promotional communications concerning an inquiry, appointment, active project, invoice, safety issue, or legal matter. Message and data rates may apply to text messages.

10. Children's Privacy

The Website is intended for property owners, business representatives, and adults seeking information about our services. It is not directed to children under 13, and we do not knowingly collect personal information online from children under 13. Contact us if you believe a child has submitted personal information.

11. Third-Party Links and Embedded Features

The Website may link to or incorporate third-party websites, maps, videos, social-media features, review services, scheduling tools, or other external services. We do not control their privacy or security practices. Their collection and use of information are governed by their own policies.

12. Browser Signals

Some browsers transmit "Do Not Track" or other preference signals. Because technical standards differ, the Website may not respond to every signal. Where required by applicable law and technically supported, we will process legally recognized browser-based opt-out preference signals.

13. Information Concerning Other People

Do not submit personal information about another person unless you are authorized to provide it. By providing information about a property owner, tenant, employee, adjuster, contractor, or other person, you represent that you have an appropriate basis to provide it for the stated purpose.

14. Changes to This Policy

We may update this Privacy Policy to reflect changes in practices, technology, services, or legal obligations. The updated policy will be posted with a revised date. Material changes may also be communicated through another reasonable method where required.

15. Contact Us

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