

Privacy Policy — Lettow Plumbing & Restoration

Last updated: May 18, 2026

Lettow Plumbing & Restoration (“we,” “our,” or “us”) respects your privacy. This policy explains what information we collect, how we use it, and when we may share it while providing plumbing, pumping, and restoration services.

1. Information We Collect

We collect only the information needed to respond to inquiries or provide services, including:

- Name, phone number, and email
- Service address
- Details about requested plumbing, pumping, or restoration work
- Photos and videos taken at the jobsite for documentation, training, compliance, or marketing (we avoid identifying details unless we have permission)
- Photos or information you provide through text, email, or our website form
- Information submitted through our website form
- Text messages you send to our business number

We also collect basic, non-identifying website analytics data (such as general traffic patterns). Analytics tools may vary over time.

2. How We Store Information

We store information in the tools we use to run our business, including:

- CompanyCam (job notes and photos/videos)
- Email
- Spreadsheets
- Cloud storage (Google Drive, OneDrive, Dropbox)
- Accounting software (such as QuickBooks)
- Paper invoices, job notes, and contracts

We keep information only as long as needed for service, recordkeeping, or compliance.

3. How We Use Information

We use your information to:

- Respond to inquiries
- Schedule and complete plumbing, pumping, and restoration services
- Provide estimates, invoices, and service documentation
- Maintain accurate service records
- Communicate about appointments or service updates

We may send occasional service-related or promotional messages, but not on a regular schedule.

4. When We Share Information

We share information **only when necessary** to perform services or meet legal requirements, including:

- JEA, FOG BMP, and other municipal utilities or compliance systems
- Disposal facilities (for grease-trap waste manifests)
- Subcontractors or restoration partners assisting with a job
- Insurance companies when a customer requests claim support
- Our accountant or bookkeeping service

We do **not** sell your information or share it with marketing companies.

5. Your Choices

You may request to update or delete your information at any time, but we are required to keep select collected data for regulatory or accounting purposes.

To make a request, contact us at:

Email: lettowplumbing@gmail.com

6. Updates to This Policy

We may update this policy as needed. The “Last updated” date reflects the most recent version.