



Privacy Policy and Terms of Service

Last Updated: May 27, 2026 | Effective Date: May 27, 2026

Privacy Policy

This Privacy Policy describes the policies of **Kuptz Steel Fence**, 2520 Broadway St, Boulder, CO 80304, United States of America (“Kuptz Steel Fence,” “we,” “us,” or “our”), email: info@kuptzsteelfence.com, on the collection, use, and disclosure of your information that we collect when you use our website (www.kuptzsteelfence.com) and our services (collectively, the “Service”). By accessing or using the Service, you consent to the collection, use, and disclosure of your information in accordance with this Privacy Policy. If you do not consent, please do not access or use the Service.

SMS opt-in consent or phone numbers collected for SMS purposes will NOT be shared with third parties or affiliates for marketing purposes. SMS consent will not be shared with any third party.

We may modify this Privacy Policy at any time without prior notice and will post the revised Privacy Policy on the Service. The revised Policy will be effective 30 days from when it is posted, and your continued access or use of the Service after such time will constitute your acceptance of the revised Privacy Policy. We recommend periodically reviewing this page.

Information We Collect

We collect and process the following personal information about you:

- Name
- Email address
- Mobile and other phone numbers
- Mailing and service-site address
- Property details and photographs you provide to obtain a quote
- Project specifications and measurements
- Payment information (processed by our payment processor; we do not store full card numbers)
- Communications you send to us (email, text, voicemail, contact-form submissions)
- Website usage data (IP address, browser type, device identifiers, pages viewed, referring URL)

How We Use Your Information

We use the information we collect about you for the following purposes:

- Providing estimates, quotes, and consultations for fence installation and related services
- Scheduling site visits, installations, and service calls
- Managing customer orders, contracts, invoices, and payments
- Customer service, warranty service, and post-installation follow-up
- Marketing and promotional communications (email and SMS, with consent where required)
- Targeted advertising and remarketing on third-party platforms (e.g., Google, Meta)

- Improving our website, services, and customer experience
- Complying with legal obligations, including tax, contractor licensing, and lien filings
- Detecting, preventing, and addressing fraud, security issues, and technical problems

If we want to use your information for any other purpose, we will ask for your consent and will use your information only upon receiving consent, and then only for the purpose(s) for which consent was granted, unless we are required to do otherwise by law.

How We Share Your Information

We do not sell your personal information. We share your personal information with the following categories of third parties, only as necessary to provide the Service:

- **Service providers and processors** who perform services on our behalf, such as our customer-relationship-management (CRM) platform, scheduling and dispatching tools, accounting and invoicing software, payment processors, email and SMS service providers, hosting providers, and analytics providers.
- **Subcontractors and installation crews** who require customer name, address, and project details to perform the work you have engaged us to do.
- **Material suppliers and manufacturers** when necessary to order, deliver, or warranty the materials used in your project.
- **Advertising partners** for targeted advertising and measurement (e.g., Google, Meta), subject to your choices and applicable law.
- **Professional advisors** such as our attorneys, accountants, and insurers.
- **Government authorities** when required to comply with applicable law, regulation, court order, subpoena, or other legal process; to enforce our agreements with you, including this Privacy Policy; or to respond to claims that your use of the Service violates third-party rights.

We require third parties to use the personal information we transfer to them only for the purpose for which it was transferred and not to retain it for longer than is required to fulfill that purpose. If Kuptz Steel Fence or substantially all of its assets are merged with or acquired by another company, your information may be transferred as part of that transaction.

Retention of Your Information

We retain your personal information for as long as needed to fulfill the purposes for which it was collected, as detailed in this Privacy Policy. In general:

- **Leads and quote requests that do not become customers:** up to 2 years from last contact.
- **Active and past customers:** for the duration of our relationship and at least 7 years thereafter, to comply with tax, warranty, lien, and contractor-licensing recordkeeping requirements.
- **Marketing contact lists:** until you unsubscribe or opt out, plus a short suppression period to honor your request.
- **Website analytics and log data:** generally up to 26 months.

We may need to retain certain information for longer periods for legitimate reasons such as enforcement of legal rights, fraud prevention, or compliance with applicable law. Residual anonymous information and aggregate information, which does not identify you directly or indirectly, may be stored indefinitely.

Your Rights

Depending on the law that applies to you, you may have the right to:

- Access the personal information we hold about you and receive a copy in a portable format
- Correct or update inaccurate or incomplete information
- Delete your personal information, subject to certain exceptions
- Object to or restrict certain processing of your information
- Opt out of the sale or sharing of personal information and of targeted advertising
- Opt out of certain profiling that produces legal or similarly significant effects
- Withdraw any consent you previously provided
- Appeal a denial of any of the above requests
- Lodge a complaint with a statutory or regulatory authority

To exercise these rights, write to us at info@kuptzsteelfence.com. We will respond in accordance with applicable law. We may need to verify your identity before fulfilling certain requests. You may opt out of direct marketing communications, including the profiling we carry out for marketing purposes, by emailing info@kuptzsteelfence.com or by using the unsubscribe link in any marketing email.

If you do not allow us to collect or process the required personal information, or if you withdraw your consent, you may not be able to access or use the services for which your information was sought.

Colorado Residents (Colorado Privacy Act)

If you are a Colorado resident, the Colorado Privacy Act (CPA) gives you the rights listed above, including the right to opt out of (i) the sale of your personal data, (ii) targeted advertising, and (iii) certain profiling. You also have the right to appeal our decision on any rights request. To submit a request or appeal, email info@kuptzsteelfence.com with the subject line “Colorado Privacy Request.” We will respond within the time periods required by the CPA.

Children’s Privacy

Our Service is not directed to children under the age of 13, and we do not knowingly collect personal information from children under 13. If you believe a child has provided us with personal information, please contact us at info@kuptzsteelfence.com and we will take steps to delete it.

Cookies and Tracking Technologies

Our website uses cookies and similar tracking technologies (such as pixels and local storage) to operate the site, remember your preferences, measure site performance, and support advertising. These technologies may be set by us or by third parties such as Google Analytics and Meta. You can control cookies through your browser settings and through any cookie banner or preferences tool we provide on the website. Most browsers also honor “Global Privacy Control” (GPC) signals, which we treat as a valid opt-out of targeted advertising for the browser sending the signal.

Security

The security of your information is important to us. We use reasonable administrative, technical, and physical safeguards to prevent the loss, misuse, or unauthorized alteration of your information under our control. However, given the inherent risks of transmission over the Internet, we cannot guarantee absolute security, and any transmission of information to us is at your own risk.

Privacy Contact

If you have any questions or concerns about the processing of your information, please contact us at:

Kuptz Steel Fence
2520 Broadway St
Boulder, CO 80304
Email: info@kuptzsteelfence.com
Web: www.kuptzsteelfence.com

SMS Terms and Conditions

SMS Consent Communication

SMS opt-in consent or phone numbers collected for SMS purposes will **NOT** be shared with third parties or affiliates for marketing purposes. SMS consent will not be shared with any third party.

Program Description

Kuptz Steel Fence operates an SMS messaging program for customers and prospective customers who provide express written consent. By opting in, you agree to receive recurring text messages from Kuptz Steel Fence at the mobile number you provided.

Types of SMS Communication

If you consent to receive text messages from Kuptz Steel Fence, you may receive messages related to:

- Quote requests, estimate follow-ups, and confirmations
- Appointment scheduling, reminders, and changes
- Installation updates and crew arrival notifications
- Warranty and service-call communications
- Promotional offers and seasonal specials
- General customer-service communication

Message Frequency

Message frequency varies based on your interactions with us. For example, you may receive up to 8 SMS messages per month for active projects and up to 4 promotional messages per month.

Message and Data Rates

Standard message and data rates may apply depending on your mobile carrier's pricing plan. Charges may vary for domestic and international messages. Kuptz Steel Fence is not responsible for any charges from your mobile carrier.

Opt-In Methods

You may opt in to receive SMS messages from Kuptz Steel Fence by:

- Checking the SMS consent checkbox on our web forms or quote-request forms
- Providing your mobile number and verbal or written consent during a phone call or in-person consultation
- Texting a keyword to our published business number (where applicable)

By opting in through any of these methods, you provide express written consent to receive SMS messages from Kuptz Steel Fence, including messages sent using an automatic telephone dialing system. Consent to

receive marketing text messages is not a condition of purchasing any goods or services.

Opt-Out Instructions

You may opt out at any time by replying **STOP** to any SMS message from us. After you send the STOP message, we will send you a confirmation message, and you will not receive further SMS messages from us. If you want to re-join the program, simply sign up again as you did initially.

Help

For assistance, reply **HELP** to any of our SMS messages, email info@kuptzsteelfence.com, or visit www.kuptzsteelfence.com.

Supported Carriers

Our SMS program is available on most major U.S. carriers, including AT&T, T-Mobile, Verizon Wireless, Sprint, Boost, U.S. Cellular, MetroPCS, and others. Carriers are not liable for delayed or undelivered messages.

Privacy

Information you provide in connection with our SMS program is handled in accordance with the Privacy Policy set forth above. Your mobile information will not be shared with third parties or affiliates for marketing or promotional purposes. All other categories of information may be shared with the categories of third parties described in the Privacy Policy.

Standard Messaging Disclosures

- Message and data rates may apply.
- You can opt out at any time by texting "STOP".
- For assistance, text "HELP" or visit www.kuptzsteelfence.com.
- Message frequency may vary.