

PRIVACY POLICY

Golden West Glass Company

Last Updated: November 6, 2025

Golden West Glass Company ("we," "our," or "us") provides residential and commercial glass services, including installation, repair, replacement, and custom glass solutions.

This Privacy Policy explains how we collect, use, disclose, and protect your information when you visit our website or contact us for service.

By using our website, you agree to the terms in this Privacy Policy.

1. Information We Collect

Information You Provide to Us

We may collect personal information that you voluntarily provide, including:

- Name
- Email address
- Phone number
- Service address
- Project details (photos, measurements, notes)
- Billing or payment information for invoicing

Information Collected Automatically

When you visit our website, we may automatically collect:

- IP address
- Browser type
- Device information

- Pages visited
- Time spent on the website
- Referral source

This may include data collected through Google Analytics, Meta Pixel, and similar technologies.

2. How We Use Your Information

We use your information to:

- Provide quotes and schedule services
 - Communicate about appointments, updates, or service questions
 - Process payments
 - Improve our website and customer experience
 - Run advertising and remarketing campaigns
 - Comply with legal or safety obligations
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3. Sharing Your Information

We do **not** sell your personal information.

We may share information with:

- Payment processors
- Scheduling, CRM, or invoicing platforms
- Advertising platforms (Google, Meta)
- Contractors or technicians who perform services

- Legal authorities when required by law

All vendors are required to maintain the confidentiality and security of your information.

4. Cookies & Tracking Technologies

We use cookies and similar technologies to improve site performance, personalize your experience, and analyze traffic.

To learn more, see our full Cookies Policy here:

<https://www.goldenwestglass.com/wp-content/uploads/2025/11/Golden-West-Glass-Cookies-Policy.pdf>

5. Your Rights (California Consumers)

If you are a California resident, you have the right to:

- Request access to the personal information we hold
- Request deletion of your information
- Opt out of certain types of data sharing
- Not be discriminated against for exercising your rights

To submit a request, contact us using the methods listed below.

6. Data Security

We use administrative and technical safeguards to help protect your information, but no method of transmission or storage is completely guaranteed.

7. Third-Party Links

Our website may link to external websites that we do not control. We are not responsible for their content or privacy practices.

8. Updates to This Policy

We may revise this Privacy Policy from time to time. Updates will be posted on this page with a revised “Last Updated” date.

9. Contact Us

If you have questions about this Privacy Policy or wish to exercise your privacy rights, contact us:

Petaluma, CA Office: (707) 762-0055

Sonoma, CA Office: (707) 939-9604

Email: support@goldenwestglass.com