

BIG-ABE Privacy Policy

Privacy practices for customer, service, billing, communications, website, and operational information

KEEPING CRITICAL SYSTEMS OPERATIONAL

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BIG-ABE believes customer information deserves the same discipline, professionalism, and protection that we apply to the critical systems entrusted to our care.

Our customers rely on us during equipment failures, business interruptions, emergency conditions, and time-sensitive service events. That trust extends beyond repairing equipment. It includes responsibly stewarding the information shared with us throughout every stage of the customer relationship.

Accordingly, BIG-ABE approaches privacy as an operating discipline, not only as a legal disclosure. We design our information practices to support reliable service, customer control, secure operations, accountability, and continuous improvement.

Information Lifecycle Map

The lifecycle below shows how information typically moves through BIG-ABE operations. It is intentionally simple: customer information should be collected for a purpose, used to support service, retained only as needed, and disposed of securely when the record no longer has a business, legal, warranty, safety, or operational purpose.

Stage	Lifecycle step	Primary control
01	Customer	The customer, authorized representative, business contact, or property contact initiates a service relationship or communication.
02	Website / Phone / SMS / Email	BIG-ABE receives service, scheduling, support, billing, or warranty information through approved intake channels.
03	Service Management	Requests are documented in service management and workflow systems so work can be assigned, tracked, and completed.
04	Scheduling	Appointment windows, access notes, dispatch constraints, and customer preferences are used to coordinate service.
05	Dispatch	Technicians receive the information needed to reach the site, understand the request, and perform the assigned work.
06	Field Service	Equipment details, diagnostics, photos, approvals, safety notes, and completion records are captured as needed.
07	Billing	Estimates, invoices, payments, refunds, and accounting records are processed through approved billing workflows.
08	Service History	Completed work, warranty evidence, asset records, and maintenance history are retained to support future service.
09	Retention	Records are retained according to business, warranty, tax, safety, legal, and operational needs.
10	Secure Disposal	Records that no longer need to be retained are deleted, de-identified, archived, or securely disposed of according to system capability and retention procedure.

1. Introduction

Purpose

This Privacy Policy explains how BIG-ABE Appliance, Refrigeration & HVAC LLC ("BIG-ABE," "Company," "we," "us," or "our") collects, uses, discloses, protects, and retains personal information in connection with our website, service operations, scheduling, dispatch, communications, billing, warranty coordination, customer support, and related business activities.

Who We Are

BIG-ABE is an engineering-driven, digital-first appliance, refrigeration, HVAC, and critical-systems support company. Our mission is Keeping Critical Systems Operational. We support residential, commercial, industrial, refrigeration, HVAC, appliance, HVAC & Refrigeration emergency-response, and critical-infrastructure refrigeration service needs.

BIG-ABE's operating model combines field-service discipline with structured digital workflows. We use service-management systems, communications platforms, scheduling processes, warranty documentation, and service-history records so that customer requests can be handled consistently, safely, and professionally.

Our long-term vision is to build a service organization that customers can rely on during routine maintenance and urgent operational failures alike. Privacy supports that vision by helping ensure customer information is collected for a defined purpose, protected with appropriate safeguards, and used to support reliable service.

Applicability

This policy applies to personal information collected through BIG-ABE's website, customer communications, service-request workflows, customer portal or future digital services, service-management environment, communications systems, email, telephone calls, field technician activities, manufacturer warranty submissions, business-profile interactions, payment workflows, and related support channels.

Future Digital Services

BIG-ABE's digital services may evolve over time. Future services may include customer portals, mobile applications, asset-management tools, remote monitoring, predictive maintenance, online approvals, expanded service-history features, and other customer systems. When new digital services materially change how information is collected or used, BIG-ABE will update this policy or provide additional notice as appropriate.

Definitions

Key terms used in this policy are summarized in Appendix A.

2. Privacy Governance and Privacy by Design

Governance

BIG-ABE maintains responsibility for this Privacy Policy and reviews it with appropriate business, technical, operational, and legal stakeholders when material changes are proposed.

This policy is reviewed annually or upon material change. Interim review triggers include material operational, legal, regulatory, security, vendor, AI, or technology changes.

Privacy by Design

BIG-ABE evaluates privacy implications when introducing new technologies, new workflows, new customer systems, new vendors, artificial intelligence or automation tools, or material changes to existing processes. This evaluation may consider the purpose of the data, minimum necessary collection, access controls, vendor role, security safeguards, retention needs, customer notice, and customer-choice requirements.

Operational Integrity

Privacy governance is part of operational integrity. Accurate service records, disciplined access to customer information, controlled vendor use, consistent retention practices, privacy training, and incident-response readiness help BIG-ABE deliver service while protecting the trust customers place in the company.

3. BIG-ABE Privacy Principles

The following principles guide how BIG-ABE builds and maintains its privacy program. They are intended to shape the remainder of this policy and the operating decisions behind it.

Principle	Operating expectation
Customer Trust	Treat customer information as part of the trust placed in BIG-ABE during service events, failures, and operational interruptions.
Transparency	Explain collection, use, sharing, retention, rights, consent, and contact channels in clear terms.

Principle	Operating expectation
Purpose Limitation	Use information for service, warranty, billing, safety, legal, operational, support, and business purposes described in this policy.
Minimum Necessary Information	Limit collection and retention to what is reasonably needed for the purpose.
Security by Design	Build safeguards into systems, workflows, and vendor decisions before they become operational dependencies.
Responsible Data Stewardship	Distinguish customer information, operational information, asset information, and service history so records remain useful and controlled.
Continuous Improvement	Adjust the privacy program as services, technology, laws, risks, incidents, and customer expectations evolve.

4. Information We Collect

The information BIG-ABE collects depends on how an individual interacts with us, the service requested, the systems used to complete that service, and applicable legal, warranty, billing, and safety requirements. BIG-ABE distinguishes customer information from operational, asset, and service-history information so records can be governed according to their role in the service lifecycle.

Customer Information

Name, business name, role or title, authorized representative details, postal address, service address, billing address, email address, telephone number, mobile number, communication preferences, service approvals, customer instructions, and customer-support history.

Operational Information

Service-request details, priority, symptoms, dispatch notes, access instructions, technician ETA, appointment windows, safety notes, internal assignments, workflow status, work-order notes, and service completion records.

Asset Information

Equipment type, make, model, serial number, asset tag, installation location, condition, diagnostic readings, fault codes, warranty status, parts information, photographs, and repair recommendations.

Service History

Maintenance history, past work orders, warranty evidence, approvals, invoices, diagnostic trends, recurring-service notes, and information needed to support future service, warranty review, safety, or dispute resolution.

Communications Information

Email, telephone, SMS, voicemail, customer portal, website form, chat or messaging content, call metadata, service notes, opt-in status, opt-out status, and related communication records.

Payment and Billing Information

Billing contact information, invoice details, transaction status, payment amount, payment method type, authorization or reference information, and payment-processor records. BIG-ABE does not intentionally store full payment-card numbers or card verification codes where provider-hosted payment workflows are used.

Technical and Online Data

IP address, device identifiers, browser type and version, operating system, time zone, approximate location derived from technical data, server logs, security logs, access timestamps, cookies, analytics identifiers, and website interaction data.

Photographs and Media

Photographs or videos of equipment, job sites, access conditions, damage, completed work, safety concerns, serial plates, warranty evidence, or diagnostic conditions. BIG-ABE does not use identifiable customer property photos for public marketing without appropriate permission.

5. How Information Is Collected

Website and Digital Forms

Information may be collected when a person visits BIG-ABE's website, submits a contact or service-request form, requests an estimate, interacts with online scheduling, accepts cookies, or uses related online tools.

Information may also be collected when a customer accesses BIG-ABE services through QR codes displayed on vehicles, equipment, printed materials, or other customer communications.

Customer Portal or Future Digital Services

If BIG-ABE offers a customer portal, mobile application, asset-management tool, remote-monitoring service, predictive-maintenance service, or related digital feature, information may be collected through that feature according to the notice provided for it.

Service Management and Customer Workflow Systems

Service requests, ticket notes, customer communications, service status, internal assignments, attachments, and workflow history may be created or stored in BIG-ABE's service-management environment.

Communications Channels

Information may be collected through voice calls, SMS, voicemail, email, customer portal messages, online forms, and related communications providers used to support scheduling, dispatch, service updates, and customer support.

Technicians and Field Service

Field technicians may collect information at the service location, including site observations, diagnostic readings, equipment details, photos, customer approvals, safety concerns, and completion notes.

Manufacturer Warranty and Parts Channels

BIG-ABE may collect or receive information from manufacturers, distributors, warranty administrators, or similar parties to confirm coverage, submit claims, verify parts, document repairs, or complete warranty work.

Business Profiles, Reviews, and Public Platforms

BIG-ABE may collect or receive information when customers interact with BIG-ABE through search, maps, review, messaging, business-profile, or similar public platform features. Public reviews are controlled by the platform and may be visible to others.

6. How Information Is Used

Scheduling

To receive requests, confirm availability, schedule appointments, send reminders, manage rescheduling, and coordinate access to the service location.

Dispatch

To assign technicians, route work, provide ETA updates, communicate job status, obtain approvals, and maintain accurate work-order records.

Preventive Maintenance and Future Monitoring

To maintain service history, send maintenance reminders, track recurring service commitments, identify equipment trends, support service-plan administration, and support future remote-monitoring or predictive-maintenance services if offered.

Warranty

To document warranty eligibility, submit manufacturer or distributor claims, provide proof of repair, order covered parts, and coordinate warranty follow-up.

Safety

To protect customers, technicians, facilities, equipment, and company assets; document hazardous conditions; comply with safety procedures; and respond to emergencies or legal obligations.

Billing

To prepare estimates, process invoices, receive payments, handle refunds or chargebacks, collect amounts owed, maintain accounting records, and satisfy tax or financial obligations.

Customer Support

To answer questions, troubleshoot service issues, respond to complaints, provide status updates, maintain service records, and improve customer experience.

Business Improvement

To analyze service performance, train personnel, improve dispatch and support workflows, maintain quality control, secure systems, develop new services, evaluate automation, and improve website and communication channels. BIG-ABE uses aggregated or de-identified data where practical for internal reporting.

7. Legal, Operational, and Regulatory Alignment

Where a legal basis is relevant to a specific service, jurisdiction, or customer channel, BIG-ABE may rely on one or more of the following bases for collecting, using, retaining, or disclosing information.

Basis	How it may apply
Service performance	Information is needed to receive a request, schedule service, dispatch technicians, complete work, bill for service, administer warranty activity, or maintain service records.
Consent	Consent may support SMS messaging, optional marketing communications, certain website cookies, or other customer choices where consent is required or appropriate.
Legal obligations	Records may be needed for tax, accounting, safety, licensing, warranty, regulatory, court, legal process, or dispute-resolution obligations.
Legitimate operational interests	BIG-ABE may use information to secure systems, manage quality, improve service workflows, train personnel, detect fraud, and maintain accurate business records.

Regulatory Alignment

BIG-ABE designs its privacy program to support compliance with applicable laws and standards, where they apply, including Arizona privacy and breach notification requirements, California consumer privacy laws, federal consumer protection laws, federal communications requirements, PCI DSS where payment processing applies, EPA recordkeeping obligations where customer records intersect regulated activities, and applicable contractor licensing and recordkeeping requirements.

This section is a high-level public summary and is not intended to describe every legal requirement that may apply to a specific customer, service, jurisdiction, contract, warranty program, incident, or regulated activity.

8. SMS Communications

This section describes BIG-ABE's SMS/text messaging practices, including messages sent through communications providers or successor messaging platforms. It is intended to support carrier, platform, and customer-notice requirements for business SMS communications.

Topic	Policy
Opt-in	Customers may opt in by submitting a website or customer-portal form that includes an SMS consent disclosure, requesting service and agreeing to receive service-related texts, replying affirmatively to an invitation to receive texts, or otherwise providing express consent to BIG-ABE.
Types of messages sent	Appointment confirmations and reminders; technician ETA and dispatch updates; service-request questions; access or safety coordination; repair approval follow-up; invoice or payment-link notifications; warranty and preventive-maintenance follow-up; customer support responses; and review requests after service.
Message frequency	Message frequency varies based on customer requests, appointment activity, service status, warranty follow-up, and support needs. A typical service request may involve several messages before, during, and after the appointment.
Message and data rates	Message and data rates may apply according to the customer's mobile carrier plan.
STOP	Customers may reply STOP to opt out of SMS messages. BIG-ABE may send one final confirmation message and will then stop SMS communications to that number unless the customer opts in again.
HELP	Customers may reply HELP for assistance. SMS support and compliance questions may be directed to compliance@big-abe.com . Operational service issues should be routed to commercialcustomers@big-abe.com for commercial customers or residentialcustomers@big-abe.com for residential customers. Emergency HVAC/R scheduling should be routed to emergencyhvacr@big-abe.com . Privacy requests and privacy questions may be directed to privacy@big-abe.com .
Consent	SMS consent is not required to purchase services from BIG-ABE. If a customer opts out of SMS, BIG-ABE may use phone, email, portal, or other reasonable channels to provide service updates.
Non-sharing of mobile opt-in information	BIG-ABE does not sell, rent, trade, or share mobile opt-in information, mobile phone numbers, or SMS consent with third parties or affiliates for marketing or promotional purposes. SMS opt-in information may be processed by communications providers, telecommunications carriers, messaging aggregators, and related service providers solely as necessary to deliver and manage BIG-ABE messages.

9. Sharing of Information

BIG-ABE shares personal information only for business, service, legal, safety, operational, or consent-based purposes. To keep this policy durable as systems evolve, provider descriptions are category-based. Vendor examples are illustrative and may change as BIG-ABE's technology stack changes.

What BIG-ABE Does Not Share

- BIG-ABE does not sell or rent personal information.
- BIG-ABE does not share mobile opt-in information, mobile phone numbers, or SMS consent with third parties or affiliates for marketing or promotional purposes.
- BIG-ABE does not provide customer payment-card numbers or card verification codes to personnel or vendors except through approved payment-processing workflows.

- BIG-ABE does not publish identifiable service-location photographs for marketing without appropriate permission.

Recipient category	Information shared	Purpose	Examples
Cloud, hosting, and productivity services	Business records, files, email, logs, backups, access metadata, security events, and application data	Operate, store, secure, back up, and administer BIG-ABE systems	Microsoft, Azure, or successor cloud/productivity providers
Service-management and customer workflow platforms	Service tickets, customer contact details, attachments, status, work history, and support communications	Service intake, work-order tracking, dispatch coordination, support, and workflow management	Atlassian / Jira Service Management or successor platforms
Communications providers	Phone numbers, SMS content, voicemail, call logs, routing data, and message metadata	Calls, SMS, voicemail, dispatch updates, customer support, and communication records	RingCentral, carriers, aggregators, or successor providers
Web infrastructure, security, and analytics providers	IP addresses, device/browser data, request logs, cookies, security events, and analytics data if enabled	Website security, performance, content delivery, reliability, analytics, and troubleshooting	Cloudflare, analytics tools, or successor providers
Payment processors	Billing contact, transaction amount, payment method type, payment token/reference, authorization status, and fraud-screening data	Payment processing, refunds, chargebacks, fraud prevention, accounting, and compliance	Payment processors or merchant-service providers
Manufacturers, distributors, and warranty administrators	Customer contact information, service address, equipment details, diagnostic notes, photos, invoices, and warranty evidence	Warranty verification, claims, parts ordering, manufacturer technical support, and repair documentation	OEMs, distributors, warranty administrators
Technicians and authorized subcontractors	Customer contact details, service address, access notes, work orders, equipment details, photos, and job history	Scheduling, diagnosis, repair, installation, inspection, emergency response, and completion documentation	BIG-ABE personnel and authorized service providers
Professional advisors	Records reasonably necessary for accounting, tax, audit, legal, insurance, compliance, or risk-management support	Business administration, legal compliance, dispute resolution, insurance, and professional advice	Accountants, attorneys, insurers, auditors, consultants
Government, courts, regulators, and law enforcement	Information required by subpoena, court order, legal process, lawful request, safety incident, tax rule, or regulatory obligation	Compliance with law, protection of rights, safety, security, and legal defense	Courts, regulators, law enforcement, tax authorities

10. Cookies and Analytics

BIG-ABE websites and online services may use cookies and similar technologies to keep services functioning, remember preferences, improve security, measure site performance, understand website use, and improve customer experience.

Cookies may include strictly necessary cookies, preference cookies, analytics cookies, and security or fraud-prevention technologies. If BIG-ABE uses analytics services, those services may collect technical data such as IP address, device information, browser information, referral source, pages visited, and interaction events.

Visitors can usually control cookies through browser settings. Blocking some cookies may affect website functionality. If BIG-ABE later deploys cookie banners, consent tools, Global Privacy Control recognition, or state-specific opt-out mechanisms, this policy and the Cookie Policy should be updated to describe those choices.

11. Data Security and Security Governance

BIG-ABE uses administrative, technical, and physical safeguards designed to protect personal information against unauthorized access, disclosure, alteration, loss, misuse, and destruction.

Safeguard area	Examples
Administrative safeguards	Privacy governance, role-based access expectations, personnel training, vendor oversight, records discipline, incident response, and periodic review.
Technical safeguards	User authentication, secure cloud configurations, encryption where appropriate, backup practices, logging, device controls, and system access reviews.
Physical and operational safeguards	Controlled handling of customer records, field-device discipline, worksite discretion, document disposal practices, and clean-workspace expectations.
Continuous improvement	Updates based on audits, incidents, vendor changes, technology changes, new services, legal changes, and customer expectations.

Security Incidents and Breach Notification

No security program can guarantee that every unauthorized attempt will be prevented. If BIG-ABE learns of a security incident involving personal information, it will evaluate the incident and provide notices required by applicable law.

If BIG-ABE determines that unauthorized access to personal information has occurred, BIG-ABE will investigate the incident, take appropriate response steps, and provide notifications required by applicable law.

12. Data Retention

BIG-ABE retains personal information for as long as reasonably necessary to fulfill the purposes described in this policy, support service history, administer warranties, complete billing and tax obligations, comply with legal requirements, resolve disputes, enforce agreements, protect safety, and maintain business records.

BIG-ABE maintains an internal Records Retention Schedule that governs minimum retention periods for business records, service documentation, financial records, warranty records, safety documentation, regulatory records, privacy requests, SMS consent records, incident records, and related operational records. Public retention descriptions in this Privacy Policy summarize those internal requirements.

Record type	Typical reason for retention	Retention approach
Customer and service records	Service history, customer support, safety, quality control, warranty support, and dispute resolution	Retained for the service life, warranty period, legal limitation period, or other reasonable business need.
Operational and dispatch records	Scheduling, technician assignment, access coordination, emergency response, quality control, and workflow management	Retained while needed for service operations, safety, and business administration.
Asset and diagnostic records	Repair documentation, warranty claims, parts support, predictive maintenance, safety records, and future service history	Retained as part of the service, warranty, asset, or maintenance record when reasonably necessary.
Payment and billing records	Invoices, accounting, refunds, chargebacks, tax records, and financial compliance	Retained for accounting, tax, legal, and dispute-resolution periods.
SMS consent and opt-out records	Proof of consent, honoring opt-outs, message compliance, and customer support	Retained while needed to document consent, suppression, and compliance.
Technical, security, and website logs	Security monitoring, troubleshooting, fraud prevention, analytics, and service reliability	Retained for operational and security periods unless longer retention is needed.
Privacy request and incident records	Rights-request evidence, incident investigation, notification decisions, audit history, and corrective action	Retained as reasonably needed to document requests, responses, incidents, notifications, and corrective actions, consistent with applicable law.
Legal hold records	Claims, disputes, investigations, or legal obligations	Retained until the hold is released and ordinary retention rules apply.

When records are no longer needed, BIG-ABE may delete, de-identify, archive, or securely dispose of them according to applicable retention procedures and system capabilities.

13. Customer Rights and Request Process

Depending on where a person resides and the law that applies, the person may have rights to request access to personal information, correction of inaccurate information, deletion of information, a copy of information, restriction or objection to certain uses, withdrawal of consent, or opt-out from certain disclosures.

To exercise a privacy right, contact BIG-ABE using the contact information in Section 19. BIG-ABE may need to verify identity, confirm authority to act on behalf of another person, or request additional information to process the request. BIG-ABE will not discriminate against a person for exercising privacy rights.

Request Lifecycle

Stage	What BIG-ABE may do
Customer request	Receive the request through an approved contact channel and identify the requested action.
Identity verification	Verify the requester or authorized agent where required or appropriate.
Request evaluation	Review applicable law, records, exceptions, security concerns, retention obligations, and system capabilities.
Response	Provide a response, complete the requested action where required, or explain the basis for denial or limitation.
Record closed	Document the response and close the request record.
Audit log	Retain appropriate records of the request, verification, evaluation, response, and closure as reasonably needed and consistent with applicable law.

California residents should also review Appendix C and the separate California Privacy Notice. If another state privacy law applies, BIG-ABE will process requests according to that law.

14. Artificial Intelligence and Automation

BIG-ABE may use artificial intelligence and automation tools to assist with customer communications, administrative workflows, document preparation, operational analysis, service improvement, or future technician-support workflows.

Where such technologies are used, BIG-ABE remains responsible for protecting customer information, using information for appropriate purposes, applying reasonable safeguards, and maintaining appropriate human oversight.

BIG-ABE does not intend to use artificial intelligence or automation to make legally significant decisions about customers without appropriate review, notice, or safeguards where required by applicable law.

15. International Processing and Transfers

BIG-ABE primarily operates within the United States. Customer information is generally handled for U.S.-based service, billing, warranty, customer support, communications, and business operations.

If international processing occurs through cloud providers, communications providers, support vendors, security providers, or other service providers, BIG-ABE will use appropriate safeguards where required by applicable law and will evaluate vendor practices as part of its privacy and information-governance program.

16. Accessibility of Privacy Information

BIG-ABE seeks to make privacy information available in an accessible manner. If a customer experiences difficulty accessing this Privacy Policy or needs privacy information in a different format, the customer may contact BIG-ABE using the contact information in Section 19.

BIG-ABE also maintains an Accessibility Statement addressing public digital content and customer-service pathways.

17. Children's Privacy

BIG-ABE services and websites are not directed to children. BIG-ABE does not knowingly collect personal information from children under 16. If a parent or guardian believes a child has provided personal information to BIG-ABE, the parent or guardian should contact BIG-ABE so the information can be reviewed and deleted if required by law.

18. Third-Party Services

BIG-ABE uses third-party services to operate the business, communicate with customers, secure systems, process payments, and deliver services. The categories below are intended to remain stable even if individual vendors change. Examples are included for context and may be updated without changing the underlying category.

Service category	Role	Personal information involved	Examples
Cloud, productivity, and hosting services	Email, productivity, file storage, identity, logging, backup, hosting, and security services	Business communications, files, application data, access metadata, logs, backups, and security events	Microsoft, Azure, or successor providers
Service-management and workflow platforms	Service intake, ticketing, work-order tracking, assignment, status, attachments, and support workflows	Service tickets, contact details, notes, attachments, work history, and workflow status	Atlassian / Jira Service Management or successor platforms
Communications providers	Voice, SMS, voicemail, call routing, customer messaging, and communication records	Phone numbers, SMS content, voicemail, call logs, routing data, and message metadata	RingCentral, carriers, aggregators, or successor providers
Web infrastructure and analytics providers	Website security, performance, DNS, content delivery, analytics, and traffic management	IP address, device/browser data, request logs, security events, cookies, and traffic metadata	Cloudflare, analytics tools, or successor providers
Search, map, review, and public-profile platforms	Business listings, reviews, maps, directions, search visibility, and customer interactions	Review content, profile interactions, website analytics data if enabled, and related account or device data	Google or similar public platforms
Payment processors	Payment authorization, processing, refunds, chargebacks, fraud screening, and transaction records	Billing contact, transaction amount, payment method type, payment token/reference, and authorization data	Payment processors or merchant-service providers
Artificial intelligence and automation providers	Document drafting, administrative workflows, operational analysis, customer-support assistance, or service improvement where approved	Information needed for the approved use case, preferably aggregated or de-identified where practical	Approved AI, automation, or productivity tools

19. Contact Information

Privacy Officer

BIG-ABE Appliance, Refrigeration & HVAC LLC

Website: https://www.big-abe.com/assets/legal/Privacy_Policy_BIG-ABE.pdf

Primary privacy contact and privacy rights requests: privacy@big-abe.com

Secondary compliance contact and legal-notice questions: compliance@big-abe.com

Mailing Address: 2942 N 24th St Ste 115 #944131, Phoenix, AZ 85016

When contacting BIG-ABE about privacy, please include enough information for BIG-ABE to understand the request and verify the requester where required by law. Do not send sensitive payment-card information by email or SMS.

Appendix A - Definitions

Term	Definition
Company	BIG-ABE Appliance, Refrigeration & HVAC LLC, including personnel and systems acting on its behalf.
Customer information	Information that identifies or relates to a customer, authorized representative, business contact, household, service location, billing contact, or other individual interacting with BIG-ABE.
Operational information	Information used to schedule, dispatch, perform, document, manage, or support service operations.
Asset information	Information about equipment, systems, parts, serial numbers, condition, diagnostics, warranty status, maintenance needs, and related service assets.
Service history	Records of requested, scheduled, performed, billed, warrantied, maintained, or completed service activities.
Personal information / personal data	Information that identifies, relates to, describes, can reasonably be associated with, or could reasonably be linked with a particular person or household.
Processing	Any operation involving information, including collection, use, storage, disclosure, transfer, analysis, retention, deletion, de-identification, or disposal.
Controller	An organization that determines the purposes and means of processing personal information when that concept applies under relevant law.
Processor	A vendor or service provider that processes information on behalf of another organization when that concept applies under relevant law.
Authorized agent	A person or entity authorized to submit a privacy request on behalf of an individual where applicable law permits or requires recognition.
Service request	A request for repair, installation, inspection, maintenance, warranty support, emergency response, estimate, consultation, or related BIG-ABE service.
SMS consent	A customer's permission for BIG-ABE to send text messages to a mobile number for the disclosed purpose.
Mobile opt-in information	The mobile number, opt-in status, consent records, opt-in method, timestamps, and related records showing consent to receive SMS messages.
Third-party service provider	A company or person that processes information for BIG-ABE to provide business, technology, communication, payment, warranty, analytics, security, AI, automation, or professional services.
Cookies	Small files or similar technologies used to operate websites, remember preferences, measure use, improve security, or support analytics.

Appendix B - SMS Notice

The following disclosure is used for BIG-ABE website forms, customer portal forms, service request pages, and SMS consent workflows.

Website or form disclosure

By providing your mobile number and checking the SMS consent box or otherwise opting in, you agree to receive text messages from BIG-ABE Appliance, Refrigeration & HVAC LLC about service requests, appointment reminders, technician ETA and dispatch updates, warranty or preventive-maintenance follow-up, billing or payment notifications, customer support, and related service communications. Message frequency varies. Message and data rates may apply. Reply STOP to opt out. Reply HELP for help. SMS consent is not required to purchase services. BIG-ABE does not sell, rent, trade, or share mobile opt-in information, mobile phone numbers, or SMS consent with third parties or affiliates for marketing or promotional purposes.

Appendix C - California Privacy Notice

This California Privacy Notice supplements the BIG-ABE Privacy Policy and applies to California residents when the California Consumer Privacy Act, as amended by the California Privacy Rights Act (collectively, the CCPA), applies to BIG-ABE's activities.

Notice at Collection

BIG-ABE may collect the categories of personal information listed below. The categories are described using CCPA terminology. BIG-ABE collects and uses these categories for the purposes described in Sections 5 and 6 and shares them as described in Section 9.

CCPA category	Examples BIG-ABE may collect	Sources	Disclosures
Identifiers	Name, postal address, service address, email address, telephone number, mobile number, account or customer identifiers, IP address	Customer, website, phone, SMS, email, portal, technicians, service providers	Service providers, technicians, payment processors, warranty parties, professional advisors, legal authorities if required
Customer records information	Billing address, payment-related information, service history, warranty records, invoice information, support records	Customer, payment processors, technicians, manufacturers, warranty administrators	Payment processors, service providers, warranty parties, professional advisors, legal authorities if required
Commercial information	Services requested or purchased, estimates, invoices, work orders, service history, maintenance plans, warranty activity	Customer, technicians, service-management systems, payment processors, warranty parties	Service providers, technicians, warranty parties, payment processors, advisors
Internet or electronic network activity	IP address, browser data, device data, cookies, website logs, interaction events, security logs	Website, web infrastructure, analytics tools, hosting services	Web infrastructure providers, hosting providers, analytics providers if enabled, security providers
Geolocation data	Approximate location from IP address; service address or technician-route context	Customer, website, scheduling and dispatch systems	Technicians, service providers, warranty parties as needed for service
Audio, electronic, visual, or similar information	Voicemail, call records where enabled, SMS content, emails, uploaded files, photographs or videos of equipment and service locations	Customer, communications providers, email, technicians, service systems	Communications providers, technicians, service providers, warranty parties, advisors, legal authorities if required
Professional or employment-related information	Business contact role, title, company name, facility responsibilities, authorized representative information	Customer or business contact	Service providers, technicians, warranty parties, advisors
Inferences	Service preferences, maintenance needs, communication preferences, likely equipment requirements, customer support history	BIG-ABE systems and personnel based on service interactions	Service providers and personnel as needed to support service and business improvement
Sensitive personal information	Precise sensitive categories are not intentionally collected for ordinary customer service. Payment information may be processed by payment processors; account credentials or access codes may be collected only when necessary for service access.	Customer, payment processors, service workflows	Payment processors and service providers as needed; BIG-ABE does not use sensitive personal information to infer characteristics.

Purposes

BIG-ABE collects, uses, and discloses California personal information for service intake, scheduling, dispatch, repair and maintenance, warranty coordination, billing, payment processing, customer support, safety, security, fraud prevention, quality control, business administration, legal compliance, and business improvement.

Retention

BIG-ABE retains California personal information according to Section 12 and for the period reasonably necessary for the disclosed purpose, unless a longer period is required for warranty, tax, accounting, safety, legal, dispute-resolution, or compliance reasons.

Sale and Sharing

BIG-ABE does not sell personal information. BIG-ABE does not share personal information for cross-context behavioral advertising unless a future website or advertising practice expressly states otherwise and provides any legally required opt-out mechanism. BIG-ABE does not knowingly sell or share personal information of children under 16. BIG-ABE does not sell, rent, trade, or share mobile opt-in information, mobile phone numbers, or SMS consent with third parties or affiliates for marketing or promotional purposes.

Submitting Requests

California residents may submit privacy requests by emailing privacy@big-abe.com or may direct compliance and legal-notice questions to compliance@big-abe.com. California residents may also submit requests by mailing the Privacy Officer at the address listed in Section 19. BIG-ABE may verify the requester's identity, request additional information, or require proof of authority for authorized agents. BIG-ABE will respond within the period required by applicable law.

California Rights

- Right to know or access categories and specific pieces of personal information BIG-ABE has collected about the resident, subject to legal limits.
- Right to correct inaccurate personal information.
- Right to delete personal information, subject to exceptions.
- Right to opt out of sale or sharing if BIG-ABE ever engages in sale or sharing under the CCPA.
- Right to limit use and disclosure of sensitive personal information where the law provides that right.
- Right not to receive discriminatory treatment for exercising privacy rights.

Authorized Agents

A California resident may designate an authorized agent to submit a request. BIG-ABE may require written authorization, identity verification, and confirmation that the agent is authorized to act for the resident, unless an exception applies by law.