

Privacy Policy

How S&L Signs & Wraps collects, uses, and protects personal information

Effective date	August 5, 2026
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S&L Signs & Wraps respects your privacy. This Privacy Policy explains how we collect, use, disclose, retain, and protect personal information when you visit our website, request a quote, communicate with us, purchase services, or otherwise interact with us online or offline.

1. Scope

This Policy applies to information collected through <https://sandlsignsandwraps.com/>, website forms, telephone calls, email, SMS and MMS messages, social-media interactions, in-person communications, and services provided by S&L. It does not apply to third-party websites or services that have their own privacy policies.

2. Personal Information We Collect

Depending on how you interact with us, we may collect the following categories of personal information:

Contact and identifying information: Name, company name, mailing or service address, email address, telephone number, and other contact details.

Project and transaction information: Quote requests, service selections, vehicle or property details, measurements, photographs, artwork, project descriptions, design approvals, installation information, invoices, deposits, payment status, and customer-service records.

Communications and consent records: Emails, call notes, SMS/MMS content, opt-in and opt-out records, the date and method of consent, and communication preferences.

Payment and billing information: Billing details and transaction information. Payment-card information may be collected and processed directly by a third-party payment processor rather than stored by us.

Internet and device information: IP address, browser type, device identifiers, operating system, referring URLs, pages viewed, interaction data, approximate location derived from IP address, and cookie or advertising identifiers.

Marketing and analytics information: Interactions with advertisements, campaigns, social-media pages, emails, website forms, and promotional content.

Other information you provide: Any information you choose to include in forms, messages, uploads, or communications with us.

3. Sources of Personal Information

- Directly from you when you complete a form, request a quote, contact us, approve a design, make a payment, or use our services.
- Automatically from your browser or device through cookies, pixels, analytics tools, logs, and similar technologies.
- From service providers that support payments, communications, website hosting, analytics, advertising, security, scheduling, or project delivery.
- From publicly available sources, referrals, social-media platforms, and business partners, where permitted by law.

4. How We Use Personal Information

- Respond to inquiries, prepare quotes, and communicate about requested services.
- Create, produce, schedule, install, deliver, repair, and support signs, wraps, graphics, printing, apparel, promotional products, and related services.
- Send design proofs, obtain approvals, request information, provide project updates, and coordinate appointments or installations.
- Process payments, issue invoices, manage accounts, and maintain business records.
- Provide customer service and respond to requests, complaints, or disputes.
- Send marketing communications where permitted and where the required consent has been obtained.
- Operate, maintain, personalize, analyze, secure, and improve our website and services.
- Measure advertising effectiveness and understand how users interact with our website and campaigns.
- Prevent fraud, misuse, security incidents, and violations of our policies.
- Comply with applicable laws, legal processes, tax requirements, and enforceable governmental requests.
- Establish, exercise, or defend legal claims and enforce agreements.

5. SMS and Mobile Information

SMS privacy statement

No mobile opt-in information or text message consent will be shared with third parties or affiliates for their own marketing or promotional purposes. Mobile numbers and consent records may be provided only to service providers that support message delivery, consent management, security, or legal compliance, and only for those limited purposes.

If you consent to SMS communications from S&L Signs & Wraps, you may receive conversational, informational, service-related, billing, or promotional messages consistent with the consent you provided. Message frequency may vary. Message and data rates may apply. Reply STOP to opt out or HELP for assistance. Additional details are available in our SMS Terms & Conditions.

6. How We Disclose Personal Information

We may disclose personal information to the following categories of recipients for legitimate business purposes:

Service providers and contractors: Website hosting, form processing, communications, RingCentral or other messaging providers, payment processing, accounting, analytics, advertising, security, cloud storage, delivery, installation support, and professional services.

Business and project partners: Vendors, installers, suppliers, printers, manufacturers, delivery providers, and subcontractors involved in fulfilling a requested project, limited to information reasonably necessary for that purpose.

Government authorities and legal recipients: When required by law, subpoena, court order, governmental request, or to protect rights, safety, property, or prevent fraud.

Business transfers: In connection with a merger, financing, reorganization, sale of assets, or similar transaction, subject to applicable law.

With your direction or consent: When you ask us to share information or otherwise authorize the disclosure.

We do not sell personal information for monetary consideration. Some analytics or advertising technologies may be considered “sharing” for cross-context behavioral advertising under California law. Where applicable, you may exercise an opt-out right as described below. This does not change the stricter rule that SMS opt-in data and text-message consent are never shared with third parties or affiliates for their marketing purposes.

7. Cookies, Analytics, Advertising, and Embedded Services

Our website may use cookies and similar technologies to operate the site, remember preferences, prevent spam, understand traffic, measure campaigns, and display or evaluate advertising. Depending on the features enabled, these services may include:

- Google Analytics and Google Ads.
- Meta/Facebook Pixel and related Meta services.
- Google reCAPTCHA or similar anti-spam and security tools.
- Divi or other WordPress form and website functionality.
- WhatsApp or social-media links and embedded features.
- Payment processors and invoicing platforms.
- RingCentral or other telephone, SMS, and communications providers.

These providers may collect information directly from your browser or device under their own privacy policies. You may control cookies through your browser, website cookie controls where available, and advertising preference tools offered by the relevant provider. Blocking some cookies may affect website functionality.

8. Data Retention

We retain personal information only for as long as reasonably necessary for the purposes described in this Policy, including to complete projects, provide service, maintain business and tax records, document consent and opt-outs, resolve disputes, enforce agreements, and comply with legal obligations. Retention periods vary according to the type of information, the nature of the relationship, legal requirements, and operational needs.

9. Data Security

We use reasonable administrative, technical, and physical safeguards designed to protect personal information. No method of transmission or storage is completely secure, and we cannot guarantee absolute security. You should avoid sending highly sensitive information through unsecured forms, email, or SMS unless specifically requested and an appropriate secure method is provided.

10. Your Choices

- SMS: Reply STOP to opt out and HELP for assistance.
- Email marketing: Use the unsubscribe link in a promotional email or contact us.
- Cookies: Adjust browser or website cookie settings, where available.
- Account or project information: Contact us to request updates or corrections.

11. California Privacy Rights

If the California Consumer Privacy Act, as amended, applies to S&L or to a particular processing activity, California residents may have the right to request access to categories or specific pieces of personal information, deletion, correction, information about disclosures, and to opt out of sale or sharing. They may also have the right to limit certain uses of sensitive personal information and to receive equal service and pricing when exercising applicable rights.

To submit a privacy request, call (760) 758-3239, email info@sandlsignsandwraps.com, or use our Contact page. We may need to verify your identity before completing a request. An authorized agent may submit a request where permitted by law, subject to verification and proof of authority. We will not discriminate against you for exercising applicable privacy rights.

Where legally required, we will treat a browser-enabled Global Privacy Control signal as a request to opt out of sale or sharing for the browser or device from which the signal is received.

12. Notice at Collection

At or before collection, we collect the categories below for the stated purposes. We retain each category only as long as reasonably necessary for those purposes and applicable legal or operational requirements.

Category	Examples	Main purposes	Typical recipients
Identifiers and contact data	Name, email, phone, address, company	Quotes, service delivery, communication, billing	Communications, hosting, project and payment providers
Commercial and project data	Services requested, artwork, proofs, approvals, invoices	Produce and fulfill projects, account administration	Suppliers, installers, payment and accounting providers
Internet and activity data	IP address, device, cookies, page interactions	Security, analytics, site improvement, advertising measurement	Hosting, analytics, security and advertising providers
Communications and consent	Emails, SMS content, opt-in/opt-out records	Customer service, project updates, compliance	Communications providers; no sharing of SMS opt-in for third-party marketing
Payment-related data	Billing details, transaction status	Payment processing, accounting, fraud prevention	Payment processors, banks, accounting providers

13. Children's Privacy

Our website and services are intended for businesses and adults and are not directed to children under 13. We do not knowingly collect personal information from children under 13 through the website. If you believe a child has provided information to us, please contact us so we can review and, where appropriate, delete it.

14. Third-Party Links and Services

Our website may link to or integrate with third-party websites, social networks, messaging applications, map services, payment platforms, and other services. We are not responsible for their privacy practices. Review the privacy policy of each third party before providing information.

15. Changes to This Policy

We may update this Privacy Policy periodically. The revised version will be posted on our website with a new effective date. Material changes may also be communicated through other appropriate means.

16. Contact Us

Company	S&L Signs & Wraps
Address	1650 Ord Way Oceanside, CA 92056

Phone	(760) 758-3239
Email / Website	info@sandlsignsandwraps.com https://sandlsignsandwraps.com/

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