

What Information We Collect and How We Use It

In general, you may visit this website without telling us who you are or revealing any information about yourself. Our web servers collect domain names, not e-mail addresses, of visitors. Our web servers also seek to place a "cookie" (a small data file) on your computer's hard drive which allows the server to determine the computer when it visits again, in order to track statistical information about navigation to and throughout certain areas of our site. The cookie is not used to obtain your name or personal information and the information that is tracked is used only for internal purposes, such as to improve site navigation. If you prefer not to accept cookies, you may set your browser to reject them or to alert you before one is placed.

If you are requesting information or service for an insured property loss, we collect the following personally identifiable information: property owner's and resident's name, postal address, e-mail address, telephone numbers, insurance policy number and policy limits, loss date, loss type, adjuster name, claim reference number, loss description and special instructions. We forward this information to one of our local RCAL offices so that they may contact you to provide you with information or arrange to service your loss. We also make this information available to your insurance company so that they may monitor your claim. In addition RCAL uses this information internally to monitor your loss and for quality assurance and measurement purposes.

If you are requesting information or service for a remodeling project, we collect the following personally identifiable information: your name, postal address, e-mail address, telephone numbers, remodeling interests and your specific request. We forward this information to one of our RCAL offices so that they may contact you to provide you with information or arrange to service your remodeling need. In addition RCAL uses this information internally to monitor your project and for quality assurance and measurement purposes.

If you are requesting information about acquiring a RCAL franchise, we collect the following personally identifiable information: your name, postal address, e-mail address, telephone numbers and area of geographic interest. We use this information to provide you with information about franchise opportunities.

If you are responding to an employment opportunity with RCAL, we allow you to post your resume. We use the information in your resume solely as part of the employment application process.

Except as stated above, RCAL does not share your information with any third party.

Links to Other Sites

We take precautions to ensure the information we collect about you is protected and is accessed only by authorized individuals. Companies or individuals are not allowed to use information about our clients for their own purposes. We restrict access to personal information by our employees. Our employees and service network are trained about privacy and are required to safeguard personal information. We maintain physical, electronic and procedural safeguards to protect personal information.

Security of Collected Information

We maintain strict physical, electronic, and administrative safeguards to protect your personal information from unauthorized or inappropriate access. We restrict access about you to those individuals who need to know the information to respond to your inquiry or request. Individuals who misuse personal information are subject to disciplinary action.

Access to Collected Information

You may review and update the information you provide to us through this Website by contacting us as described below.

Contacting Us

If you have any questions about this privacy policy, please use the contact us page. We welcome your questions and suggestions about our privacy policy.

Changes to this Policy

Please check this privacy policy periodically to inform yourself of any changes. Although we reserve the right to modify or supplement this privacy policy, we will provide notice to you on this website of any major changes for at least 30 days following the change.