Privacy Policy
Last Updated: November 10, 2026

Crist, Inc., doing business as Crist Plumbing, Heating & Electrical, respects your privacy. This Privacy Policy explains how we collect, use, and protect information obtained through our website, service requests, and communications.

Information We Collect
We may collect information that you voluntarily provide, including:
• Name
• Address and service location
• Telephone number
• Email address
• Details about your service request
• Appointment information
• Estimates, invoices, and payment information
• Communication and text-message preferences
• Other information you choose to provide
Our website may also collect limited technical information, such as browser type, device information, IP address, pages visited, and website usage information.

How We Use Information
We may use your information to:
• Respond to questions and service requests
• Schedule and manage appointments
• Provide technician arrival and service updates
• Prepare estimates and invoices
• Process payments
• Communicate about services you requested
• Provide customer support
• Request feedback or reviews
• Send promotional communications when you have authorized them
• Improve our website, services, and customer experience

• Maintain business records and comply with legal obligations

Text-Messaging Information
When you opt in to receive text messages, we use your mobile number and consent information to provide the communications described at the time of opt-in.
Mobile information, telephone numbers, and SMS opt-in consent will not be sold or shared with third parties or affiliates for their marketing or promotional purposes.
We may share information with service providers that help us deliver our business communications and services, such as ServiceTitan and telecommunications providers. These providers may use the information only to perform services on our behalf.
You may opt out of text messages at any time by replying STOP. Reply HELP for assistance or call (574) 831-4630.

SMS Communications and Mobile Information
Crist, Inc. may collect your mobile phone number and SMS consent when you provide them through an approved opt-in method. We may use this information to send service-related text messages, including appointment reminders, technician arrival updates, service updates, billing notifications, and other communications related to services you request.
Message frequency may vary. Message and data rates may apply.
We do not sell or share mobile phone numbers, SMS opt-in data, or SMS consent with third parties or affiliates for their marketing or promotional purposes. SMS consent information is used to support our communications with you.
You may opt out at any time by replying STOP. For assistance, reply HELP.

SMS Communications

By providing your mobile phone number and opting in to receive text messages, you consent to receive SMS transactional communications from our company.

These messages may include:

- Appointment reminders
- Technician arrival updates
- Overdue payment reminders
- Service follow-up communications
- Billing or account notifications

Message frequency may vary. Message and data rates may apply.

Mobile Information Sharing Policy

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. All other categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

Information We Collect

We may collect personal information such as your name, phone number, email address, service address, and information related to the services you request. This information is collected to provide services, communicate with you, schedule appointments, process payments, and improve customer service.

How We Use Your Information

The information we collect is used solely to:

- Provide and manage requested services
- Communicate regarding appointments and service updates
- Respond to customer inquiries
- Send billing and account notifications
- Maintain business records and compliance requirements

Data Security

We take reasonable precautions to protect your personal information from unauthorized access, disclosure, alteration, or destruction.

Public Availability

This Privacy Policy is publicly accessible on our website and is intended to explain what information is collected, how it is used, and the measures we take to protect customer privacy.

This language includes the key Twilio requirements regarding SMS disclosures, message frequency, applicable carrier rates, and the non-sharing of mobile opt-in information.

Information Sharing
We do not sell personal information.
We may share information with trusted companies that assist us with scheduling, customer communications, payment processing, financing, website operation, and other necessary business functions.
We may also disclose information when required by law, to protect our rights or customers, or as part of a business transaction.

Cookies and Website Analytics
Our website and service providers may use cookies or similar technologies to understand website activity, remember preferences, improve website performance, and measure advertising effectiveness.
Browser settings can be used to limit or block cookies, although some website features may not function properly as a result.

Information Security

We use reasonable administrative, technical, and physical safeguards to protect personal information. However, no website, electronic transmission, or storage method can be guaranteed to be completely secure.

Changes to This Policy

We may update this Privacy Policy periodically. The updated version will be posted on this website with a revised “Last Updated” date.

Contact Us

For questions about this Privacy Policy or your personal information, contact:

Crist, Inc.
Crist Plumbing, Heating & Electrical
68489 County Road 13
Nappanee, IN 46550
Phone: (574) 831-4630