



Privacy Policy

G3 Knows Privacy Policy · How we handle your information in the G3 Knows app and client portal

From G3 Roofing and Construction LLC, for itself and the G3 Companies listed in Section 15. Effective date: Oct 7, 2026.

Version: **Privacy-v1.2**

This Privacy Policy explains how G3 collects, uses, shares, and protects personal information in G3 Knows, including g3-pm-tools.fly.dev, client portals, and related pages and messages (the "App"). It applies to homeowner clients, subcontractors and vendors, and G3 staff. "G3," "we," and "us" mean G3 Roofing and Construction LLC and the G3 Companies. It works together with the G3 Knows Terms of Use (<https://g3-pm-tools.fly.dev/terms>).

1. Information We Collect

- **Contact and account details:** name, email, phone number, mailing address, your role, and login records.
- **Property details:** property addresses (entered with Google Places autofill) and Google Maps and Street View views of the property.
- **Photos, documents, and designs:** photos and files that you or G3 upload, design drawings and renderings, estimates, change orders, invoices, and lien waivers.
- **Signature records:** your electronic signature and an audit record of each signing, including IP address, device and browser, timestamps, one-time code verification events, and a hash (a digital fingerprint) of the signed document.
- **Project and payment records:** scope, schedules, invoices, and payment history. Card details are processed by our payment provider.
- **Referral details:** the name and contact information of anyone you refer to us.
- **Messages and choices:** emails, texts, and notes you send us, and your text and electronic records consent choices.
- **Device and usage data:** IP address, browser and device type, pages used, and security logs.

2. How We Use It

We use information to provide, schedule, and support our services; prepare designs, estimates, and project documents; process signatures and payments; send email from admin@g3knows.com and texts you opt in to; contact people you refer about our services; keep the App secure and prevent fraud; improve the App; keep records; and follow the law and enforce our agreements. Some features may use AI-assisted tools from our service providers to help draft or organize content; those providers may use your information only to provide the feature for us. **We use your photos for marketing only if you sign a separate G3 Marketing Agreement.** That agreement controls: we do not show your address, people without their consent, or interiors, and your permission continues until you tell us in writing to stop.

3. Who We Share It With

- **G3 Companies and partner companies,** such as CMDR Restoration LLC and G3 Lawn and Landscaping LLC, to deliver services you request.
- **Service providers** that help us run the App and our services, such as hosting, maps (Google), texting (Twilio), email, payments (Square), and e-signature or AI-assisted tools. They may use it only to provide services to us.
- **Subcontractors and vendors** working on your project, limited to what they need to do the work.
- **People you refer:** we may tell them you referred them, but we do not share your project, payment, or account details with them.
- **Others you direct us to,** such as your insurer, lender, or co-owner.
- **As the law requires,** to respond to legal process, to protect rights, property, and safety, or as part of a merger or sale of a G3 business.

G3 does not sell personal information, and we do not use or share it for targeted advertising.

4. SMS / Text Messaging

G3 Knows, on behalf of G3 Roofing and Construction LLC and G3 Christmas Lighting, sends transactional text messages about your project, such as reminders, scheduling, and invoices, only to people who opt in by checking the text permission box in the G3 Knows portal. Consent to texts is never a condition of purchase.

Message frequency varies. Msg & data rates may apply. Reply STOP to opt out or HELP for help. You can also contact us at 945-300-9018 or admin@g3knows.com.

We do not sell or share your SMS opt-in data or personal information with third parties for marketing purposes. Mobile numbers and text opt-in consent are shared only with the service providers that deliver our texts, and all other sharing in Section 3 excludes them.

5. Google Maps and Other Services

The App uses Google Maps, Street View, and Places autofill. When you use these features, Google receives information such as the address you type, map views, and your IP address. Your use of Google Maps features is subject to Google's Privacy Policy (<https://policies.google.com/privacy>). The App does not collect your device's location without your permission. The subcontractor portal may ask for location permission only to confirm a crew is on site. Other providers, such as Square and Twilio, handle information under their own privacy policies.

6. Security and Your Role

We use reasonable safeguards, such as role-based access, encrypted connections, and activity logs, but no system is perfectly secure. You help protect your information: keep your login and one-time codes private, sign on your own device, sign out on shared devices, keep your browser up to date, and tell us right away at admin@g3knows.com if you suspect unauthorized use.

7. Data Breach Notice

If a breach of security exposes your sensitive personal information, we will notify you as Texas law requires, without unreasonable delay and within 60 days after we determine the breach occurred, unless law enforcement asks us to delay. We will also notify the Texas Attorney General when the law requires.

8. How Long We Keep Information

We keep signed documents, electronic consent records, and signing audit trails for at least 10 years after a project is substantially complete, and longer if a claim is pending or the law requires. We keep other information as long as needed for our business and legal purposes, then delete it or make it unreadable.

9. Your Choices and Requests

You may ask to see, correct, or delete your personal information by emailing admin@g3knows.com or calling 945-300-9018. You can also update your profile in the App. We may need to verify your identity, and there is no fee. We may keep records we must keep, such as signed documents, audit trails, payment records, and records needed for legal claims. You may withdraw text consent at any time by replying STOP, and you may withdraw a marketing permission in writing.

10. How To Withdraw E-Sign Consent

You may withdraw your consent to receive and sign records electronically at any time, at no charge. The full consent terms are in Section 4 of the G3 Knows Terms of Use (<https://g3-pm-tools.fly.dev/terms>).

- **How to withdraw:** use the Withdraw Consent option in your account settings, email admin@g3knows.com, or call 945-300-9018.
- **What happens:** withdrawal applies going forward only and takes effect within a reasonable time after we receive it. Records already provided or signed stay valid. E-sign features are turned off for you, and future documents are provided on paper, which may slow scheduling or service. You may consent again later.
- **Paper copies:** you may ask for a paper copy of any record, at no charge, the same ways.
- **Updating your email or phone:** update your profile in the App or email admin@g3knows.com.

11. Texas Residents

Texas privacy law gives consumers certain rights when it applies to a business. Whether or not it applies to G3, anyone may use the request process in Section 9, and we will respond in good faith. If you disagree with our response, reply and ask us to reconsider.

12. Children

The App is only for people 18 and older. We do not knowingly collect personal information from anyone under 18, and if we learn we have, we will delete it.

13. Changes to This Policy

We may update this policy by posting a new version with a new effective date and version number. We will tell you about material changes in the App or by email before they take effect. Changes apply going forward only.

14. Contact Us

Questions or requests: G3 Roofing and Construction LLC · 945-300-9018 · admin@g3knows.com

15. G3 Companies

G3 Roofing and Construction LLC, also doing business as G3 Construction, G3 Restoration, G3 Lighting, Beacon Home Services, and G3 Exteriors; and partner companies CMDR Restoration LLC and G3 Lawn and Landscaping LLC.