



Privacy Policy

Effective Date: 10/13/25

Rosa Mosaic & Tile Company values your privacy and is committed to protecting your personal information. This Privacy Policy outlines the types of data we collect, how it is used, who we share it with, and your rights regarding your information. This policy applies to all information collected through our website, contact forms, and SMS/text communication services.

1. What Personal Information We Collect

We may collect the following types of personal information:

- Contact Information: Name, phone number, email address, company name, job title, and mailing address
- Communication Preferences: Including SMS/text opt-in consent
- Website Usage Data: IP address, browser type, pages visited, and other analytics collected via cookies or similar technologies
- Information Submitted: On forms, quote requests, job applications, or general inquiries

2. How Personal Information Is Used

We use your information to:

- Respond to inquiries and provide customer service
- Send project updates, order confirmations, and other administrative communications
- Provide SMS/text updates if you have explicitly opted in

3. With Whom We Share Personal Information

We do not sell, license, or lease your personal information to third parties.

We may share your information with:

- Service Providers: Trusted third parties who assist in hosting electronic communication platforms, email distribution, analytics, or other communication tools, but only for the purpose of providing services on our behalf
- Legal Authorities: When required by law, subpoena, or legal process

SMS consent is not shared with third parties or affiliates for marketing purposes. Your SMS opt-in is used only for communication related to Rosa Mosaic services or updates you have requested.

4. Your Rights and Choices

You have the right to:

- Access or update your information at any time
- Opt out of marketing emails by clicking "unsubscribe" at the bottom of any email
- Opt out of SMS messages by replying STOP to any message
- Request deletion of your personal data by contacting us

5. Data Security

We take appropriate technical and organizational measures to safeguard your personal information from unauthorized access, loss, or misuse. Our security measures include:

- **Restricted Access:** Personal information is only accessible to authorized personnel who require it to perform their job duties.
- **Password Protection:** Strong password policies are enforced, including complexity requirements and regular updates.
- **Multi-Factor Authentication (MFA):** MFA is used to provide an added layer of protection for accessing sensitive systems.
- **Secure Networks:** Firewalls, antivirus protection, and intrusion detection systems are used to secure our IT environment.
- **Regular Backups:** Data is securely backed up on a regular schedule to protect against accidental loss or system failure.
- **System Updates:** Software and operating systems are regularly updated and patched to protect against vulnerabilities.
- **Training & Awareness:** Employees receive regular training on data privacy, cybersecurity best practices, and how to identify phishing or social engineering attempts.
- **Incident Response Plan:** In the event of a data breach or security incident, procedures are in place to respond promptly and effectively.

6. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Any changes will be posted on this page with an updated effective date. We encourage you to review this page regularly.



SMS Terms & Conditions

By opting in to receive SMS messages from Rosa Mosaic & Tile Company (“Rosa Mosaic”), you agree to the following terms and conditions:

1. Message Types

By subscribing, you consent to receive SMS messages from Rosa Mosaic, which may include (but are not limited to):

- Order and delivery updates
- Appointment reminders or confirmations
- Account or project notifications
- Company updates, announcements, and promotions

2. Message Frequency

Message frequency may vary based on your interactions with Rosa Mosaic.

3. Message and Data Rates

Message and data rates may apply according to your mobile carrier’s plan. Rosa Mosaic is not responsible for any charges that may result from receiving SMS messages.

4. Opt-Out Instructions

You may opt out of receiving SMS messages at any time by replying STOP to any message. You will receive one final confirmation message confirming your opt-out.

5. Help and Support

For assistance, visit our website at <https://rosamosaic.com>.

6. Privacy

For information on how we collect, use, and protect your information, please review our [Privacy Policy](#).

Contact Us

If you have any questions or concerns about this Privacy Policy or SMS Terms & Conditions, please contact us at:

Rosa Mosaic & Tile Company
4006 South Brook Street
Louisville, KY 40214
(502) 368-5893
www.rosamosaic.com