

Communications Terms of Service & Privacy Policy

Hourglass Diesel Performance ("we," "us," or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and share your personal information when you visit our website, make a purchase, or otherwise engage with our services.

1. Information We Collect

We collect the following types of personal information:

- **Personal Identifiers:** Name, email address, phone number.
- **Communications Data:** When you contact us via email, phone, or SMS, we may collect and store those communications.

2. How We Use Your Information

We use your personal information for the following purposes:

- To process and fulfill orders, including payment processing and services.
- To communicate with you regarding your orders, inquiries, or customer support requests.
- To improve our website, products, and services through analytics and user feedback.
- To comply with legal obligations and prevent fraudulent activities.

3. Who We Share Your Information With

We do not sell or rent your personal information. We may share your information with:

- **Service Providers:** Our Technicians and Mechanics who assist in 24/7 Roadside service calls.
- **Legal Authorities:** When required by law, regulation, or to protect our rights and safety.

SMS Consent: Your SMS consent is **not** shared with third parties for marketing purposes.

4. SMS Terms & Conditions

By opting into SMS communications, you agree to receive text messages from us regarding:

- Appointment reminders
- Order alerts
- Account notifications
- Other relevant service updates

Messaging frequency may vary.

Message and data rates may apply.

To **opt out** at any time, text "STOP."

For **assistance**, text "HELP" or visit our website at <https://hourglassperformance.com/>.

Visit [[Privacy Policy URL](#)] for our Privacy Policy and [[Terms URL](#)] for our Terms of Service.

5. How We Protect Your Information

We implement security measures to protect your personal information from unauthorized access, disclosure, or misuse. However, no method of data transmission over the Internet is 100% secure.

6. Your Rights and Choices

- You can opt out of emails or SMS messages at any time by using the "unsubscribe" link or replying "STOP."
- You can request the deletion of your personal information, subject to legal obligations.

7. Accessibility and Updates

This Privacy Policy is accessible via a link on our website footer and near any consent language on forms. We may update this policy from time to time, and any changes will be posted here with an updated effective date.

8. Contact Us

If you have any questions about this Privacy Policy, please contact us at:

- **Email:** admin@hourglassperformance.com
- **Phone:** 800.723.8172