Security Alarm Specialists / Sonic Fidelity

Security Alarm Specialists, Inc. | Privacy Policy | Effective November 3, 2026

Overview

Security Alarm Specialists, Inc. / Sonic Fidelity (“we,” “us,” or “our”) respects your privacy. This policy describes how we collect, use, and share information when you visit our website, contact us, or use our installation, monitoring, and technical support services.

1. Information We Collect

We may collect contact details (such as name, address, email, and telephone number), service and billing information, information about equipment and systems we support, customer communications, and technical website information such as browser and IP address.

2. How We Use Information

We use information to provide and coordinate services, respond to inquiries, support and maintain systems, communicate about appointments and accounts, process payments, maintain records, improve operations, and comply with legal obligations.

3. SMS Text Messaging

If you opt in to receive service-related SMS messages, we may text you about appointments, scheduling, technical support, and account inquiries. Message frequency varies, typically 1–2 messages per month. Message and data rates may apply. Reply STOP to opt out or HELP for assistance. Consent to receive SMS messages is not a condition of purchase.

SMS opt-in consent and mobile telephone numbers collected for SMS messaging are not sold or shared with third parties or affiliates for their marketing or promotional purposes. We may use messaging service providers solely to deliver and support our communications.

4. Information Sharing

We do not sell or rent customer personal information. We may share information with authorized monitoring providers, equipment and technical support vendors, payment processors, and other service providers when reasonably needed to deliver services. We may also disclose information when legally required or to protect rights and safety.

5. Security

We use reasonable administrative, technical, and organizational measures to safeguard customer information, including sensitive security system information. No method of electronic transmission or storage is guaranteed completely secure.

6. Cookies and Website Information

Our website may use cookies or similar technologies for site functionality and to understand usage. You can manage cookies through your browser settings.

7. Retention

We retain personal information as reasonably necessary for services, business records, legal compliance, and dispute resolution, and dispose of it when no longer required.

8. Privacy Requests

Depending on applicable law, you may have rights to access, correct, or delete personal information and to exercise other privacy choices. Contact us using the details below to submit a request.

9. External Services and Children

Third-party websites, apps, and monitoring platforms have their own privacy practices. Our website and services are not directed to children under 13, and we do not knowingly collect their information directly through the website.

10. Changes

We may update this policy periodically. Changes will be reflected in the effective date of the version posted on our website.

11. Contact

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