

# Privacy Policy

**Effective Date: October 1, 2025**

Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage (“we,” “us,” “our”) respects your privacy and is committed to protecting your personal information. For this Privacy Policy, unless otherwise noted, all references to Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage include <https://www.puredrainage.com>. By using the Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage website, you consent to the data practices described in this statement. We collect customer data only for the purpose of providing irrigation, landscape management, and seasonal holiday lighting services.

This Privacy Policy explains how Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage collects and uses information about you when you opt in to receive SMS messages from us.

## Information We Collect

When you opt-in to receive SMS messages, we collect:

- Your mobile number
- Consent to send SMS messages
- Your basic contact information
- Email address
- Service Location

## How We Collect Your Information

We may collect your information directly from you, such as when you complete our request for quote form or contact us.

## How We Use Your Information

We use your information to:

- Send you the SMS messages you’ve opted in to receive
- Provide account notifications, customer care, and deliver notifications.
- To operate our business and deliver the services you requested

You can opt out of receiving SMS messages at any time by replying STOP or CANCEL to any message we send you. You can review our Messaging Terms and Conditions **[next paragraph]** for additional information about the opt-out process.

## Terms and Conditions Content

By providing your phone number and agreeing to receive texts on the quote form, you consent to receive SMS messages from Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage at (985) 792-2627. SMS messages may include account notifications, customer care, and delivery notifications. Message frequency varies based on your service requests. You may receive up to 4 messages per month. Message & data rates may apply to messages sent. Reply STOP or CANCEL to unsubscribe at any time. Reply HELP for help. You can also contact us at

(985) 792-2627 or [info@puredrainage.com](mailto:info@puredrainage.com). Mobile opt-in information is never shared with third parties. Consent is not a condition of purchase. See our privacy policy for details on how we handle your information.

**Message Types:** Account notifications, customer care, and delivery notifications..

- **Account Notifications.** Message frequency is up to, but not limited to, 2 messages per month during active service periods.
- **Customer Care.** Message frequency will vary depending on the volume of service requests.
- **Delivery Notifications.** Message frequency is up to 2 messages per delivery

**Message Frequency:** Varies based on your service requests, up to 4 messages per month.

### Data Sharing

- Customer data is not shared with 3rd parties for promotional or marketing purposes.
- Mobile opt-in and consent are never shared with anyone for any purpose. Any information sharing that may be mentioned elsewhere in this policy excludes mobile opt-in data.

- **To Whom We Disclose Your Information**

We may disclose your information to our affiliated companies; to third-party service providers, business advisors, or consultants who provide services to us; in connection with a merger, acquisition, reorganization, restructuring, financing transaction, or sale of assets; as required by law or administrative order; to assert claims or rights, or to defend against claims.

However, we do not share your personal information, phone number, or SMS consent opt-in data with third parties or affiliates for marketing or promotional purposes. Your information is only used for our business purposes and will not be disclosed for marketing purposes.

However, you may be required to provide certain personal information to us when you elect to use certain products or services available on the Site. These may include: (a) signing up for special offers, (b) sending us an email message, (e) submitting your credit card or other payment information when ordering and purchasing products and services on our Site. To this end, we will use your information for, but not limited to, communicating with you regarding services and/or products you have requested from us. We may also gather additional personal or non-personal information in the future.

Please note that if you disclose personally identifiable information or sensitive data directly through Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage's public message boards, this information may be collected and used by others.

We do not share your mobile opt-in or SMS consent with anyone for any purpose. Any information sharing that may be mentioned elsewhere in this policy excludes mobile opt-in data.

### **Protection of Information**

We take steps to protect your information against unauthorized use or disclosure.

### **Updates**

We may periodically update this privacy policy. If we make material changes that have a substantive and adverse impact on your privacy, we will provide notice on this website prior to the change becoming effective. We encourage you to periodically review this page for the latest information about our privacy practices.

### **How to Contact Us**

You can reach us by texting the word HELP for support to (985) 792-2627. You may also contact us directly at [info@puredrainage.com](mailto:info@puredrainage.com) or (985) 792-2627.

### **Opt-in Process and Evidence**

Customers provide their phone number and consent to receive SMS updates when requesting a quote at <https://puredrainage.com/quote>. Customers must select 'Yes, I agree to receive text messages from Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage at (985) 792-2627.' SMS messages may include account notifications, scheduling updates, customer care responses, and service delivery notifications. Message frequency varies based on your service requests. You may receive up to 4 messages per month. Message & data rates may apply to messages sent. All messages include opt-out instructions to reply STOP or CANCEL to unsubscribe at any time or to reply HELP for help. You can also contact us at (985) 792-2627 or [info@puredrainage.com](mailto:info@puredrainage.com). Mobile opt-in information is never shared with third parties. Consent is not a condition of purchase. See our privacy policy for details on how we handle your information..

The opt-in option is presented alongside "No, I do not want to receive text messages from Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage", so SMS consent is optional and not required to submit the form.

This document provides evidence of the SMS opt-in process for Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage. The screenshot below shows the customer-facing section of the quote form where clients provide explicit consent to receive SMS messages. The form clearly states the purpose of SMS messages, provides opt-out instructions (STOP/HELP), and offers options for customers to agree or decline receiving SMS messages. This ensures compliance with carrier and SMS registration requirements.

## PURE DRAINAGE Free Quote Form

info@puredrainage.com [Switch account](#)



\* Indicates required question

### Text Message Consent

You agree to receive text messages from Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage at (985) 792-2627. Types of messages are account notifications, customer care, and delivery notifications. \*

Message frequency varies based on your service requests. You may receive up to 4 messages per month. Message & data rates may apply to messages sent. To opt out of messages, reply STOP or CANCEL at any time to unsubscribe. Reply HELP for help.

We respect your privacy and will never share your information with third parties. Consent is not a condition of purchase.

- ☐ Yes, I agree to receive SMS/text messages from Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage at (985) 792-2627.
- ☐ No, I do not want to receive text messages from Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage .

See our [privacy policy](#) for details on how we handle your information.

### **Opt-Out and Support**

The form clearly states the purpose of SMS messages, provides opt-out instructions (STOP/HELP), and offers options for customers to agree or decline receiving SMS messages. This ensures compliance with carrier and SMS registration requirements.

Customers have the right to opt out of receiving SMS messages at any time. Reply STOP or CANCEL to opt out, or HELP for assistance. Message & data rates may apply.

### **Data Transfer and Security Commitment**

We do not transfer your personal data to any external organizations under any circumstances. We do not sell, rent, or lease our customer lists to third parties. We have strict policies and security measures in place to prevent unauthorized sharing of your information.

Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage may send you an email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage, and they are required to maintain the confidentiality of your information.

Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage may disclose your personal information, without notice, if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage or the site; (b) protect and defend the rights or property of Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage; and/or (c) act under exigent circumstances to protect the personal safety of users of Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage, or the public.

### **Automatically Collected Information**

Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage may automatically collect information about your computer hardware and software. This information can include: your IP address, browser type, domain names, access times, and referring website addresses. This information is used for the operation of the service, to maintain its quality, and to provide general statistics regarding the use of the Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage website.

### **Security of your Personal Information**

Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage secures your personal information from unauthorized access, use, or disclosure. Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage uses the following methods for this purpose:

- SSL Protocol

When personal information (such as a credit card number) is transmitted to other websites, it is protected through the use of encryption, such as the Secure Sockets Layer (SSL) protocol.

We strive to take appropriate security measures to protect against unauthorized access to or alteration of your personal information. Unfortunately, no data transmission over the Internet or any wireless network can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, you acknowledge that: (a) there are security and privacy limitations inherent to the Internet which are beyond our control; and (b) security, integrity, and privacy of any information and data exchanged between you and us through this Site cannot be guaranteed.

### **Right to Deletion**

Subject to certain exceptions set out below, on receipt of a verifiable request from you at [info@puredrainage.com](mailto:info@puredrainage.com), we will:

- Delete your personal information from our records; and
- Direct any service providers to delete your personal information from their records.

Please note that we may not be able to comply with requests to delete your personal information if it is necessary to:

- Complete the transaction for which the personal information was collected, fulfill the terms of a written warranty or product recall conducted in accordance with federal law, provide a good or service requested by you, or reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform a contract between you and us;
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity; or prosecute those responsible for that activity;
- Debug to identify and repair errors that impair existing intended functionality;
- Exercise free speech, ensure the right of another consumer to exercise his or her right of free speech, or exercise another right provided for by law;
- Comply with the California Electronic Communications Privacy Act;
- Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when our deletion of the information is likely to render impossible or seriously impair the achievement of such research, provided we have obtained your informed consent;
- Enable solely internal uses that are reasonably aligned with your expectations based on your relationship with us;
- Comply with an existing legal obligation; or
- Otherwise, use your personal information internally in a lawful manner that is compatible with the context in which you provided the information.

### **Children Under Thirteen**

Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage does not knowingly collect personally identifiable information from children under the age of thirteen. If you are under the age of thirteen, you must ask your parent or guardian for permission to use this website.

### **E-mail Communications**

From time to time, Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage may contact you via email to provide announcements, promotional offers, alerts, confirmations, surveys, and/or other general communication.

### **Changes to this Statement**

Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage reserves the right to change this Privacy Policy from time to time. We will notify you about significant changes in how we handle personal information by sending a notice to the primary email address specified in your account, placing a prominent notice on our website, and/or updating any relevant privacy information on this page. Your continued use of the Site and/or Services available through this Site after such modifications will constitute your: (a) acknowledgment of the modified Privacy Policy; and (b) agreement to abide and be bound by that Policy.

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## **Terms & Conditions**

Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage (“we,” “us,” “our”) respects your privacy and is committed to protecting your personal information. For these Terms & Conditions, unless otherwise noted, all references to Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage include <https://www.puredrainage.com>. By using the Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage website, you consent to the data practices described in this statement. We collect customer data only for the purpose of providing irrigation, landscape management, and seasonal holiday lighting services.

By using our services, scheduling work, or opting in to SMS/text communications, you agree to these Terms.

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### **1. Services**

We provide professional irrigation, landscape management, and seasonal holiday lighting services. All services are subject to availability and scheduling. Estimates provided through our website or by phone are not binding until confirmed by our team.

### **2. SMS/Text Messaging Terms**

By providing your phone number and agreeing to receive texts on the quote form, you consent to receive SMS messages from Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage at (985) 792-2627. SMS messages may include account

notifications, customer care, and delivery notifications. Message frequency varies based on your service requests. You may receive up to 4 messages per month. Message & data rates may apply to messages sent. Reply STOP or CANCEL to unsubscribe at any time. Reply HELP for help. You can also contact us at (985) 792-2627 or [info@puredrainage.com](mailto:info@puredrainage.com). Mobile opt-in information is never shared with third parties. Consent is not a condition of purchase. See our [privacy policy](#) for details on how we handle your information.

### 3. Message Types

**Message Types:** Account notifications, customer care, and delivery notifications.

SMS notifications may include account-related messages, including message types: account notifications, customer care, and delivery notifications.

- **Account Notifications.** Message frequency is up to, but not limited to, 2 messages per month during active service periods.
- **Customer Care.** Message frequency will vary depending on the volume of service requests.
- **Delivery Notifications.** Message frequency is up to 2 messages per delivery.

### 4. Message Frequency

**Message Frequency:** Varies based on your service requests, up to 4 messages per month.

### 5. Opt-Out and HELP Instructions:

- Text **STOP** or **CANCEL** to unsubscribe. Text **HELP** for help. Message and data rates may apply. No mobile opt-in information is shared with third parties.
- You can text **STOP** or **CANCEL** to any text message you receive. You will receive a final confirmation message that you have unsubscribed.



## **6. Sender Identification:**

All SMS messages are sent by Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage

## **7. Consent Statement:**

By registering, you agree to receive SMS messages from Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage at (985) 792-2627. Consent to receive texts is not a condition of purchase.

## **8. Quotes, Payments, and Deposits**

- Quotes are valid for a limited time and may be subject to change based on conditions at the job site.
- A fifty percent deposit may be required to confirm scheduling.
- The final and remaining payment is due immediately upon completion of a project.

## **9. Website Use**

You agree not to misuse our website or interfere with its operation. Unauthorized use, including attempts to access restricted areas or introduce malicious code, is strictly prohibited.

## **10. Privacy and Data Security**

Our Privacy Policy also governs your use of our services. We take reasonable measures to safeguard your data, but we cannot guarantee the complete security of information transmitted over the internet. For more information on how we handle your data, please review our [Privacy Policy](#) at

<https://puredrainage.com/wp-content/uploads/2025/10/version-11-Privacy-Policy-Pure-Drainage.docx-.pdf>.

## **11. Limitations of Liability**

To the maximum extent permitted by law, Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage shall not be liable for any indirect, incidental, or

consequential damages arising from the use of our services or website. Our liability for direct damages is limited to the amount you paid for services rendered.

## **12. Changes to Terms**

We reserve the right to update these Terms from time to time. Updates will be posted on our website with a revised effective date. Your continued use of our services after such updates constitutes acceptance of the new Terms.

## **13. Contact Information**

If you have questions about these Terms & Conditions, please contact us at:

**Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage**  
Covington, Louisiana 70433  
Email: [info@puredrainage.com](mailto:info@puredrainage.com)  
Phone: (985) 792-2627

**Effective Date:** October 1, 2025

### **Contact Information**

Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage welcomes your questions, comments, or concerns regarding this Privacy Statement. If you believe that Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage has not adhered to this Statement, please contact Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage at:

Fleur de Lis Irrigation & Landscape Management LLC DBA Pure Drainage  
Covington, Louisiana 70433  
Email Address: [info@puredrainage.com](mailto:info@puredrainage.com)  
Telephone number: (985) 792-2627