

Privacy Policy

OFS Tree Service LLC · Effective September 11, 2026

1. Who We Are

OFS Tree Service LLC ("OFS Tree Service," "we," "us," or "our") is a licensed, bonded and insured tree care company operating in Jackson County and Josephine County, Oregon. We are registered with the Oregon Construction Contractors Board under licence CCB #245166.

Our mailing and business address is 5540 Rogue River Dr, Eagle Point, Oregon 97524. This policy explains what information we collect from customers and website visitors, how we use it, and the choices you have.

2. Information We Collect

We collect only what we need to quote and perform tree service work:

Contact details — your name, phone number, and email address.

Service address — the property where work is to be estimated or performed.

Job details — what you have told us about the trees, access, or property conditions relevant to the work.

Call information — when you telephone us, we record the number you called from and, where applicable, a recording or transcript of the call.

Website information — if you submit our contact form, the information you enter in it.

We do not collect payment card details through this website.

3. How We Use Your Information

To respond to enquiries and return calls.

To schedule, confirm and remind you about free on-site estimates.

To quote, perform and follow up on tree service work.

To keep records of work performed at a property.

To comply with our legal and licensing obligations.

We do not sell, rent, or trade your personal information. We do not purchase, sell, or broker leads.

4. SMS Messaging and Text Communications

When you book a free on-site estimate by phone, our receptionist will ask whether you would like a text confirmation of your appointment details. If you say yes — or if you give your phone number and consent through our website — then:

You may receive appointment confirmations, appointment reminders, and one-to-one follow-up messages about your estimate or job.

Message frequency varies based on your enquiry and appointment activity.

Message and data rates may apply depending on your mobile carrier plan.

You may opt out at any time by replying STOP to any text message. You will receive a confirmation and no further messages will be sent.

For assistance, call us at (541) 727-8025 or email ofstreeservice@gmail.com.

Mobile information and SMS consent will not be shared with third parties or affiliates for marketing or promotional purposes. Information shared with service providers in direct support of your request — such as message delivery providers — is permitted only for the purpose of providing that service.

We send only transactional messages relating to your enquiry or appointment. We do not send marketing or promotional text messages.

5. Data Sharing and Service Providers

We do not sell, rent, or trade personal information. We use the following third-party services to operate our business:

Customer communication and record services — contracted providers support our customer records, call handling, scheduling and text messaging.

Smart Cascadia LLC — manages our answering service and messaging configuration on our behalf.

Our website host — stores submissions made through the contact form on this site.

We may also disclose information where required by law, or to protect the safety of people or property.

6. Data Retention

We keep customer and job records for as long as needed to service the account and to meet our legal, insurance and licensing obligations. Call recordings and message history are retained within our customer record system. You may request deletion of your information as described below.

7. Your Rights

You may at any time:

Ask what information we hold about you.

Ask us to correct information that is wrong.

Ask us to delete your information, subject to records we are required to keep.

Opt out of text messages by replying STOP.

Ask us not to call you again.

To make any of these requests, contact us using the details at the end of this policy.

8. Security

We take reasonable technical and organizational measures to protect your information from unauthorized access, loss, or misuse. Information submitted through this website is transmitted over HTTPS. No method of transmission over the internet is completely secure, and we cannot guarantee absolute security.

9. Children's Privacy

Our services are directed to property owners and managers. We do not knowingly collect personal information from children under 13. If you believe a child has provided us information, contact us and we will delete it.

10. Cookies and Tracking

Our website may use cookies and similar technologies to keep the site working correctly and to understand how visitors use it. You can control cookies through your browser settings. Disabling cookies may affect how parts of the site function.

11. Changes to This Policy

We may update this policy from time to time. The effective date at the top of this page shows when it was last revised. Material changes will be posted on this page.

12. Contact Us

OFS Tree Service LLC 5540 Rogue River Dr, Eagle Point, Oregon 97524 Phone: (541) 727-8025 Email: ofstreeservice@gmail.com Oregon CCB #245166