

FRELICK BROTHERS

Custom Home Builders · Asheville, North Carolina

Privacy Policy

How We Collect, Use, and Protect Your Information

Effective Date: March 2026

Your privacy matters to us. This policy explains what information we collect when you visit frellickbros.com, how we use it, and the choices you have. We do not sell your personal information.

1. Information We Collect

Information You Provide to Us

When you interact with our Site, you may voluntarily provide us with personal information, including through our project inquiry and contact forms. This may include:

- Your full name
- Email address
- Phone number
- Project description, type, budget range, and timeline
- Any other information you choose to include in your message

You are not required to provide any personal information to browse our Site. Personal information is only collected when you choose to submit it through our contact forms.

Information Collected Automatically

When you visit our Site, certain information may be collected automatically by our hosting platform (Wix) and standard web technologies, including:

- IP address and general geographic location
- Browser type and version
- Device type and operating system
- Pages visited and time spent on each page
- Referring website or search terms that brought you to our Site
- Date and time of your visit

This information is collected in aggregate and is used to understand how visitors use our Site, improve performance, and diagnose technical issues. It is not used to identify you personally.

Cookies and Similar Technologies

Our Site uses cookies and similar tracking technologies through the Wix platform. Cookies are small text files stored on your device that help the Site function properly and allow us to understand how visitors interact with our content.

Types of cookies used on this Site may include:

- Essential cookies: Required for the Site to function correctly
- Analytics cookies: Used to understand visitor behavior and improve the Site (e.g., through Wix Analytics or Google Analytics)
- Preference cookies: Used to remember your settings and preferences

You can control cookies through your browser settings. Note that disabling certain cookies may affect the functionality of the Site.

2. How We Use Your Information

Frellick Brothers uses the information we collect for the following purposes:

- To respond to your project inquiry and communicate about potential construction projects
- To evaluate project fit and follow up on submitted inquiries
- To improve the content, design, and functionality of our Site
- To understand how visitors find and use our Site
- To comply with applicable legal obligations

We do not use your personal information for automated decision-making or profiling. We will not send you marketing emails unless you have explicitly opted in to receive them.

3. How We Store Your Information

Project inquiry submissions are stored securely through the Wix platform's built-in form and CMS database. Wix maintains industry-standard security measures to protect stored data. For more information on Wix's data practices, please visit wix.com/about/privacy.

We retain your submitted inquiry information for as long as is reasonably necessary to respond to your inquiry, evaluate potential project fit, and maintain records of client communications. If you would like your information removed from our records, please contact us directly.

4. Sharing of Your Information

Frellick Brothers does not sell, rent, or trade your personal information to third parties. We may share your information only in the following limited circumstances:

- With Wix, our website hosting and form platform, which processes data on our behalf in accordance with their privacy policy
- With our partner organizations (Woodhouse, Yonder Real Estate, Yonder Luxury Vacation Rentals) only if you have specifically requested information or a referral related to their services
- With legal authorities if required to do so by law, court order, or governmental regulation
- In connection with a business transfer, merger, or acquisition of Frellick Brothers, in which case your information would be subject to the successor entity's privacy policy

We will never share your personal information with third-party advertisers or data brokers.

5. Third-Party Websites

Our Site contains links to third-party websites including Woodhouse (timberframe1.com), Yonder Real Estate, and Yonder Luxury Vacation Rentals. These sites operate independently and have their own privacy policies. We are not responsible for the privacy practices of these external sites and encourage you to review their policies before submitting any personal information.

6. Children's Privacy

Our Site is not directed to children under the age of 13, and we do not knowingly collect personal information from children under 13. If we become aware that we have inadvertently collected personal information from a child under 13, we will promptly delete such information. If you believe we may have collected information from a child under 13, please contact us immediately.

7. Your Rights and Choices

Depending on your location and applicable law, you may have certain rights with respect to your personal information, including:

- The right to access the personal information we hold about you
- The right to correct inaccurate or incomplete personal information
- The right to request deletion of your personal information
- The right to opt out of any marketing communications
- The right to withdraw consent where processing is based on consent

To exercise any of these rights, please contact us using the information provided at the end of this policy. We will respond to your request within a reasonable timeframe and in accordance with applicable law. Note that certain information may need to be retained for legal or legitimate business purposes.

8. North Carolina Residents

If you are a resident of North Carolina, you may have additional rights under the North Carolina Identity Theft Protection Act and other applicable state privacy laws. We are committed to complying with all applicable state and federal privacy requirements. If you have questions about your rights as a North Carolina resident, please contact us directly.

9. Security

We take reasonable measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. Our Site is hosted on the Wix platform, which employs industry-standard security practices including SSL/TLS encryption for data transmitted between your browser and our Site.

However, no method of transmission over the internet or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for legal, operational, or regulatory reasons. When we make changes, we will update the effective date at the top of this page. We encourage you to review this policy periodically to stay informed about how we are protecting your information.

Your continued use of the Site following the posting of any changes to this Privacy Policy constitutes your acceptance of those changes.

11. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our privacy practices, please contact us:

Business: Frellick Brothers Custom Home Builders

Location: Asheville, North Carolina

Website: frellickbros.com

We take privacy inquiries seriously and will respond promptly to any concerns you raise.

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