

Austin Rent Way Privacy Policy

About This Policy

Austin Rent Way, operated by AAN Rentools ("Austin Rent Way," "we," "us," or "our"), respects your privacy. This Privacy Policy explains what personal information we collect, how we use it, and who we share it with when you visit austinrentway.com, request a reservation, rent equipment, call or visit our stores, or receive text messages from us.

We operate two locations: 4235 S. Congress Ave, Austin, TX 78745 and 5191 Albert Brown Dr, Del Valle, TX 78617. Questions about this policy can be directed to us at 512-326-8181.

Effective date: October 21, 2026

Information We Collect

We collect personal information you give us directly, information created when you do business with us, and limited information collected automatically when you use our website.

Information you provide:

- Contact details: name, phone number (including mobile number), email address, and mailing or job-site address
- Business details: company name, billing contact, and tax-exemption or charge-account information
- Identification: driver's license or other ID information we may verify at rental pickup
- Payment information: card details entered at checkout or at our counter, which are processed by our payment processor
- Rental details: equipment requested, rental dates and times, delivery or pickup address, and damage waiver or insurance information
- Communications: messages, calls, form submissions, and your SMS opt-in or opt-out choices

Information collected automatically:

- Device and browser information, IP address, pages viewed, and referring website

- Cookies and similar technologies used to run our online storefront and measure advertising performance

How We Use Your Information

We use personal information to run our rental business and serve you. Specifically, we use it to:

- Process reservation requests, confirm rentals, and arrange delivery and pickup
- Verify identity and prevent fraud or equipment theft
- Process payments, invoices, and charge accounts
- Send rental confirmations, pickup and return reminders, and service updates by phone, email, or text
- Send promotional offers by text or email, only if you have opted in
- Respond to questions and provide customer support
- Maintain rental, tax, and accounting records required by law
- Improve our website, services, and advertising
- Comply with legal obligations and enforce our rental agreements

Who We Share Your Information With

We do not sell your personal information. We share it only as needed to operate our business, with:

- **Service providers** that work on our behalf, such as our rental management and online storefront platform, payment processor, website host, email and text-messaging providers, and accounting software. They may use your information only to provide services to us.
- **Insurance carriers and equipment manufacturers or lenders**, when needed to process a damage claim, warranty, or recovery of rented equipment.
- **Legal and safety recipients**, such as law enforcement, courts, or government agencies, when required by law or to protect our rights, property, or the safety of others.
- **A buyer or successor**, if our business is sold, merged, or transferred.

SMS consent is not shared with third parties or affiliates. No mobile information, including phone numbers and text-messaging opt-in data or consent, will be shared with or

sold to third parties or affiliates for marketing or promotional purposes. Text-messaging originator opt-in data and consent will not be shared with any third parties, excluding the text-messaging providers that deliver our messages.

Text Messaging (SMS)

By providing your mobile number and checking the SMS consent box on our forms, or by texting us to opt in, you agree to receive text messages from Austin Rent Way.

- **Message types:** reservation confirmations, delivery and pickup updates, return reminders, account and billing notices, and (if you opt in to marketing) promotional offers.
- **Frequency:** message frequency varies based on your rentals and account activity.
- **Cost:** message and data rates may apply.
- **Opt out:** reply **STOP** to any message to unsubscribe. You will receive one final message confirming your opt-out.
- **Help:** reply **HELP** for assistance, or call 512-326-8181.
- **Not required:** consent to receive text messages is not a condition of renting equipment or making a purchase.

Carriers are not liable for delayed or undelivered messages.

Cookies

Our website and online storefront use cookies to keep your reservation cart working, remember preferences, and measure the performance of our advertising (such as Google Ads). You can block or delete cookies in your browser settings, though some storefront features may not work without them.

Data Security and Retention

We use reasonable administrative, technical, and physical safeguards to protect your information. No method of transmission or storage is completely secure. We keep personal information as long as needed for the purposes in this policy, including rental, tax, and accounting record-keeping required by law.

Children's Privacy

Our services are intended for adults. We do not knowingly collect personal information from anyone under 18.

Your Choices

- Opt out of text messages at any time by replying STOP.
- Unsubscribe from marketing emails using the link in any email.
- Contact us to review, correct, or request deletion of your personal information, subject to records we must keep by law.

Changes to This Policy

We may update this policy from time to time. The updated version will be posted on this page with a new effective date.

Contact Us

Austin Rent Way (AAN Rentools) 4235 S. Congress Ave, Austin, TX 78745 5191 Albert Brown Dr, Del Valle, TX 78617 Phone: 512-326-8181

Implementation Notes (delete before publishing)

Publish the policy as its own page (e.g. austinrentway.com/privacy-policy), then link to it in two places.