

Privacy Policy

National Home USA

Effective Date: January 1 2026

National Home USA ("National Home USA," "we," "our," or "us") is committed to protecting your privacy and safeguarding the personal information you provide to us. This Privacy Policy explains how we collect, use, disclose, and protect your information when you visit our website, purchase a home protection plan, submit a claim, or otherwise interact with our services.

By using our website or services, you consent to the practices described in this Privacy Policy.

1. Information We Collect

We may collect the following categories of information:

Personal Information

- Name
- Mailing address
- Property address
- Email address
- Telephone number
- Date of birth (when necessary)
- Payment information
- Account information

Property Information

- Home ownership status
- Property characteristics
- Covered systems and appliances
- Service and repair history
- Warranty and protection plan details

Technical Information

When visiting our website, we may automatically collect:

- IP address
 - Browser type
 - Device information
 - Operating system
 - Website usage information
 - Cookies and similar tracking technologies
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2. How We Use Your Information

National Home USA may use your information to:

- Provide home protection plans and related services.
 - Process applications and enrollments.
 - Verify customer identity.
 - Process payments and billing.
 - Administer claims and service requests.
 - Coordinate repairs with contractors and service providers.
 - Communicate regarding account activity.
 - Improve our website and customer experience.
 - Detect fraud or unauthorized activity.
 - Comply with legal and regulatory obligations.
 - Provide promotional offers and marketing communications.
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3. How We Share Information

National Home USA does not sell your personal information.

We may share information with:

Service Providers

Third-party vendors that assist with:

- Payment processing
- Customer support
- Claims administration
- Marketing services
- Technology support

Contractors and Repair Facilities

Information necessary to diagnose, repair, or replace covered systems and appliances.

Legal Requirements

We may disclose information when required by:

- Court order
- Subpoena
- Government request
- Applicable law or regulation

Business Transfers

If National Home USA undergoes a merger, acquisition, sale, or transfer of assets, customer information may be transferred as part of that transaction.

4. Cookies and Tracking Technologies

Our website may use cookies, pixels, and similar technologies to:

- Improve website functionality
- Analyze website traffic
- Personalize user experiences
- Support advertising and marketing efforts

Most web browsers allow users to manage or disable cookies through browser settings.

5. Marketing Communications

By providing your contact information, you may receive communications regarding:

- Plan information
- Account updates
- Service reminders
- Promotional offers
- Company announcements

You may opt out of marketing emails at any time by following the unsubscribe instructions included in the communication.

6. Telephone Calls and Text Messages

By providing your phone number, you expressly consent to receive calls and text messages from National Home USA regarding:

- Account information
- Service requests
- Claims updates
- Billing notifications
- Promotional and marketing communications

Message and data rates may apply. Consent is not a condition of purchase.

You may opt out of marketing text messages by replying STOP.

7. Data Security

National Home USA maintains administrative, technical, and physical safeguards designed to protect personal information from unauthorized access, disclosure, alteration, or destruction.

While we strive to protect your information, no method of electronic transmission or storage is completely secure, and we cannot guarantee absolute security.

8. Data Retention

We retain personal information for as long as necessary to:

- Provide services
- Maintain business records
- Resolve disputes
- Enforce agreements
- Comply with legal obligations

Information may be retained beyond the termination of your plan where required by law.

9. Children's Privacy

Our services are intended for adults and homeowners. We do not knowingly collect personal information from children under the age of 13.

If we learn that information has been collected from a child under 13, we will take reasonable steps to delete the information.

10. State Privacy Rights

Residents of certain states may have rights regarding their personal information, including the right to:

- Know what information we collect.
- Request access to personal information.
- Request correction of inaccurate information.
- Request deletion of eligible information.
- Limit certain uses of personal information.

Requests may be submitted using the contact information listed below.

11. California Privacy Rights

California residents may have additional rights under applicable privacy laws, including the right to:

- Request disclosure of collected personal information.
- Request deletion of certain personal information.
- Correct inaccurate personal information.
- Limit the use of sensitive personal information where applicable.

National Home USA does not sell personal information as defined under California law.

California residents may submit privacy requests by contacting us using the information provided below.

12. Third-Party Websites

Our website may contain links to third-party websites. National Home USA is not responsible for the privacy practices, content, or policies of those third-party websites.

Users should review the privacy policies of any external websites they visit.

13. Changes to This Privacy Policy

National Home USA reserves the right to modify this Privacy Policy at any time.

Any updates will be posted on our website with a revised effective date. Continued use of our services after changes are posted constitutes acceptance of the updated policy.

14. Contact Us

If you have questions regarding this Privacy Policy or wish to exercise your privacy rights, please contact:

National Home USA

Customer Service Department

Email: info@nhmgapp.com

Phone: 848.241.5001

Website: www.nhusa.org

By using National Home USA's services, website, or protection plans, you acknowledge that you have read and understood this Privacy Policy.