

# Tonal Painting Services

## Privacy Policy

Last updated October 9, 2026

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Your project information helps us understand the work you need and plan the right approach. This policy explains how Tonal Painting Services handles contact details, project information and files submitted through [tonalpainting.com](https://tonalpainting.com).

### Information you choose to share

We collect the contact and project information you provide through our forms, uploads and related communications. This may include your name, email, phone number, company, project location, scope, timing and any project details you choose to share.

Photographs, videos, drawings and other project documents may be provided through available upload options or email. The website form currently accepts one image up to 15 MB. Files can contain identifying information or embedded metadata, including location details. Uploads are optional. Please provide only materials you are authorized to share, and avoid including passwords, access codes, payment details, personal identification, patient information or confidential research that is not needed to discuss the work.

### How we use your information

We use submissions to understand your project, assess the work, obtain vendor pricing, prepare estimates, arrange visits and coordinate execution. We contact you about your inquiry or project. We do not add you to promotional mailing lists or send offers or promotions.

We do not sell the project information or files you submit.

### Who receives project information

Ron Ricci is the only person at Tonal with access to full project submissions. Trusted and vetted vendors receive only the information relevant to their part of the work, such as selected photographs, measurements or scope details needed for pricing or execution. They are not given general access to all submissions.

Website, email, file-storage and AI service providers also process information as needed to support these activities. This technical processing is separate from access by trade teams. We may disclose information when required by law.

### AI assistance

We may use AI-assisted tools, including our assistant Dottie, to organize project information, review materials and help prepare estimates and project communications. Relevant information may be processed by the providers of those tools under their terms and the settings of the services we use.

Please contact us before uploading materials if your project requires a particular confidentiality agreement or restrictions on AI processing.

## **Permission before public use**

Uploading files does not give us permission to publish them. We ask for separate written permission through the project contract before using your photographs, videos, client name or project location on our website, in a portfolio, on social media or in advertising. Publicity permission is optional and is separate from the agreement to perform the work.

## **How long we keep uploads**

We review uploaded project files for deletion 12 months after receipt. We confirm completion after checking the relevant systems. Copies needed for ongoing work, legal recordkeeping or service-provider backups may require different handling. If you restart a project after files have been deleted, you will need to provide current files again.

Contracts, invoices and other business records may be retained separately for project administration and applicable legal or accounting obligations. A specific legal obligation may also require us to retain particular information longer.

## **Earlier deletion and other requests**

You can request earlier deletion of your uploads by emailing [projects@tonalpainting.com](mailto:projects@tonalpainting.com). Include the email address used for your submission and enough information to identify the project. We will act promptly on your request, confirm your authority where necessary, and confirm when deletion is completed.

We remove the copies we control and coordinate deletion with vendors or service providers where appropriate. If particular information must be retained for a legal obligation, we will explain that where permitted. You may also use this address to request access to or correction of your information, or to ask us to stop further inquiry follow-up.

## **Website data and cookies**

Our website is provided through Vistaprint and Wix. We use Wix Analytics to understand visitor traffic, including visits, device types, countries and referring sources. Website services may also process technical information, such as IP addresses, browser details and security logs, to operate and protect the site. Cookies and similar technologies may support site functions, security and analytics. No third-party advertising pixels are currently connected in our website settings. For details about Wix's processing, see the [Wix Privacy Policy](#). You can manage cookies through your browser settings, although blocking cookies can affect site features.

## **Safeguards and policy changes**

We use reasonable safeguards and limit access to project information according to its purpose. No online system can guarantee complete security. If we change this policy, we will post the updated version and revision date here.

## **Contact**

Tonal Painting Services

Privacy questions and deletion requests: [projects@tonalpainting.com](mailto:projects@tonalpainting.com)