

# PRIVACY POLICY FOR QUARANTINE CLEAN SOLUTIONS, LLC

*Effective Date: 02/18/2025*

This Privacy Policy ("Policy") outlines how Quarantine Clean Solutions, LLC ("Company," "we," "our," or "us") collects, uses, and protects the personal information of customers ("Customers") and independent contractors ("Contractors") who engage with our services. We are committed to maintaining the confidentiality and security of all personal information we collect, and we take our responsibility to protect your privacy seriously.

By using our services, including scheduling cleaning appointments or interacting with us via phone, text, or email, you agree to the terms and conditions outlined in this Privacy Policy. If you do not agree with the terms of this Policy, you should not use our services.

## 1. INFORMATION WE COLLECT

We collect various types of personal information to provide cleaning services and communicate with our customers and contractors. The types of information we may collect include:

- **Customer Information:**
  - Name, address, email address, phone number, and billing information.
  - Payment information (e.g., credit card details, payment history).
  - Communication preferences and contact history (e.g., customer service interactions, service requests).
  - Details about the services requested (e.g., type of cleaning, frequency, special requests).
- **Contractor Information:**
  - Name, contact information, and business details (e.g., tax information for 1099 contractors).
  - Payment information and history (e.g., lump sum payments per completed job).
  - Transportation details, cleaning supplies, and other business-related expenses.
- **Automatically Collected Information:**
  - Information collected through cookies and tracking technologies (e.g., IP address, browser type, operating system, pages viewed, etc.).
  - Interaction data with our website (e.g., clicks, page visits, and navigation patterns).
- **Phone and Text Communications:**
  - We use a Nextiva business phone system to communicate with customers and contractors. We may collect and store call logs, text messages, and other communication data related to interactions with our business.

## 2. HOW WE USE YOUR INFORMATION

We use the collected information for the following purposes:

- **To Provide Services:**
  - To schedule, process, and complete cleaning services as requested by the Customer.
  - To communicate with Customers regarding appointments, services, billing, and any other related matters.
- **To Manage Contractors:**
  - To process and compensate independent contractors for services rendered.
  - To manage contractor scheduling, payments, and performance.
- **For Customer Support and Communication:**
  - To respond to customer inquiries, complaints, or requests for assistance.
  - To communicate with customers about changes to services, cancellations, or updates to terms or policies.
- **For Business Operations and Improvement:**
  - To analyze and improve the performance of our website, services, and overall customer experience.
  - To manage marketing and promotional communications (subject to the customer's consent, where applicable).
- **For Legal Compliance:**
  - To comply with applicable laws, regulations, and legal obligations.
  - To enforce our Terms of Service and prevent fraudulent or illegal activities.

## 3. SHARING OF YOUR INFORMATION

We do not sell, rent, or lease your personal information to third parties. However, we may share your information in the following situations:

- **Service Providers:**

We may share personal information with trusted third-party service providers who help us deliver our services, such as payment processors, cleaning supply vendors, and IT support services. These providers are contractually obligated to use your information solely for the purposes of performing the services we have requested.
- **Legal Compliance:**

We may disclose your personal information if required to do so by law or in response to a subpoena, court order, or legal process, or if we believe disclosure is necessary to protect our rights, property, or the safety of others.
- **Business Transfers:**

In the event of a merger, acquisition, or sale of all or part of our business, your personal information may be transferred as part of that transaction. We will notify you of such changes and continue to honor this Privacy Policy.
- **Independent Contractors:**

Contractors may have access to customer information necessary for completing cleaning services, but they are prohibited from using such information for any purpose other than providing services for Quarantine Clean Solutions, LLC.

## 4. DATA SECURITY

We take the security of your personal information seriously and employ industry-standard security measures to protect it from unauthorized access, alteration, disclosure, or destruction. This includes physical, technical, and administrative safeguards.

- **Encryption:**  
We use encryption to protect sensitive information during transmission, including payment data, through secure socket layer (SSL) technology.
- **Storage:**  
Personal data is stored in a secure environment and access is limited to authorized personnel only.

Despite these efforts, no method of data transmission over the internet or electronic storage is completely secure. While we strive to protect your personal information, we cannot guarantee its absolute security.

## 5. YOUR RIGHTS AND CHOICES

- **Access and Correction:**  
You have the right to access and request corrections to the personal information we hold about you. If you believe any information we hold is inaccurate, please contact us to request updates or corrections.
- **Opt-Out of Marketing Communications:**  
If you no longer wish to receive promotional or marketing communications from us, you may opt-out by following the unsubscribe instructions in the communication or contacting us directly at [admin@quarantineclean.com](mailto:admin@quarantineclean.com).
- **Deletion of Data:**  
You may request that we delete your personal information, subject to any legal obligations we may have to retain such data.
- **Cookies and Tracking Technologies:**  
You may opt-out of the use of cookies and tracking technologies through your browser settings. However, please note that disabling cookies may affect your ability to use certain features of our website.

## 6. USE OF NEXTIVA BUSINESS PHONE

As part of our service offering, we use a Nextiva business phone system to communicate with customers and contractors. This includes phone calls and SMS text messages. We may collect phone logs, text message content, and metadata related to these communications.

- **Recording and Monitoring:**  
Some phone calls may be recorded for training or quality assurance purposes. By using our services, you consent to the recording of your communications with Quarantine Clean Solutions, LLC.
- **SMS/Text Messaging:**  
By using our services, you consent to receiving text messages from Quarantine Clean Solutions, LLC, including appointment reminders, service confirmations, and other business-related communications. Standard text messaging rates may apply.

## **7. THIRD-PARTY WEBSITES**

Our website may contain links to third-party websites that are not operated by us. We are not responsible for the privacy practices of these websites and encourage you to read their privacy policies before providing any personal information.

## **8. CHILDREN'S PRIVACY**

Our services are not intended for individuals under the age of 18. We do not knowingly collect personal information from children under the age of 18. If we become aware that we have inadvertently collected personal information from a child, we will take steps to delete such information from our records.

## **9. CHANGES TO THIS PRIVACY POLICY**

Quarantine Clean Solutions, LLC reserves the right to modify or update this Privacy Policy at any time. Any changes will be communicated to you by updating the date of the policy at the top of this page. By continuing to use our services after such changes are made, you agree to be bound by the updated Privacy Policy.

## **10. CONTACT US**

If you have any questions or concerns about this Privacy Policy or how we handle your personal information, please contact us at:

- **Email:** [admin@quarantineclean.com](mailto:admin@quarantineclean.com)
- **Owner Contact:** [ryan@quarantineclean.com](mailto:ryan@quarantineclean.com)
- **Phone:** 602-888-8033