TIDY SPACE CLEANING SERVICES LLC

PRIVACY POLICY

Effective Date: November 13, 2026

Tidy Space Cleaning Services LLC ("Tidy Space," "Company," "we," "our," or "us") respects the privacy of our clients and website visitors. This Privacy Policy describes the information we collect, how we use and share it, and the choices available when you request a quote, visit our website, communicate with us, or receive cleaning services.

1. Information We Collect

We may collect contact and identifying details (such as name, phone number, email, service and billing addresses); quote requests and website form submissions; appointment and cleaning preferences; property notes and access instructions; customer communications; invoice, transaction and payment status information; and information you voluntarily provide. Payment card details may be collected directly by a payment processor rather than stored by us. When enabled on our website, technical information may include IP address, browser/device details, cookies, and analytics information.

2. How We Use Information

We use information to respond to inquiries, prepare estimates, schedule and perform services, communicate about appointments, send service-related reminders and follow-ups, process payments and invoices, maintain business and tax records, address concerns, improve operations, protect property and safety, and meet legal obligations. We use contact information for promotional communications only when permitted by applicable law and any required consent has been obtained.

3. How We Share Information

We may share information as reasonably needed with service providers supporting scheduling, customer relationship management, website hosting, accounting, payment processing, business communications, and secure recordkeeping. We may also disclose information to legal advisers, insurers, collection providers where lawful and appropriate, or authorities when required by law or reasonably necessary to protect rights or safety. We do not sell customer personal information. Our vendors may process information under their own applicable privacy terms.

4. Data Security

We use reasonable administrative, technical, and physical safeguards appropriate to the information involved. Access to customer information, including property entry details, is restricted to people who need it to perform authorized business functions. No storage or transmission system can be guaranteed completely secure. Please do not send payment card numbers or other highly sensitive information through ordinary email or website messages.

5. Data Retention

We keep information for as long as reasonably necessary to provide services, maintain records, resolve disputes, and comply with tax, accounting, insurance, or legal obligations. Retention periods vary by record type. When information is no longer needed, we take reasonable steps to delete, de-identify, or securely dispose of it.

6. Your Privacy Requests and Choices

You may contact us to request access to, correction of, or deletion of personal information we maintain about you. We will review requests, verify identity when appropriate, and respond in accordance with applicable law. Some records may need to be retained for legal, tax, security, or contractual purposes. You may also update contact preferences and request that we stop optional marketing communications.

7. Property Access Instructions and Keys

Door codes, lockbox details, alarm instructions, keys, and entry notes are used only to coordinate authorized services and are shared only with personnel who require access. Clients should notify us promptly if instructions change or access is revoked. We take reasonable measures to protect these details and avoid including them in public materials.

8. Children's Privacy

Our website and services are not directed to children under 13, and we do not knowingly collect personal information directly from children under 13. If you believe a child has submitted information to us, please contact us so we can review and take appropriate action.

9. Changes to This Policy

We may update this Privacy Policy to reflect changes in our services, practices, or legal obligations. The current version will be posted on our website with an updated effective date. Material changes will be communicated when required by applicable law.

10. Photography and Property Documentation

We may take limited before-and-after or service-area photographs for quality assurance, internal training, service documentation, and resolving service questions. We take reasonable precautions to avoid photographing people, sensitive documents, valuables, entry codes, and other identifying details. We will not use property photos in advertising, social media, website galleries, or other public promotional materials without the client's separate prior authorization. Clients may decline all photography or withdraw promotional photo consent by contacting us; declining photos will not affect service availability or quality. We will honor applicable deletion requests and remove promotional images under our control within a reasonable time, though we cannot guarantee removal of copies already shared or retained by third parties. Photographs may be accessible to authorized personnel and service providers assisting with secure storage; they are not sold.

11. Website Forms and Quote Requests

Information submitted through contact forms, estimate requests, or other website features is used to respond, provide quotes, and follow up about the services requested. Submission of a quote request does not by itself enroll you in promotional text messages or email marketing.

12. Third-Party Software and Payments

We may use third-party tools for booking, customer management, invoices, accounting, payment processing, website operation, and messaging. Information necessary to complete those functions may be processed by the relevant provider. Payment processors may collect payment information directly under their own privacy and security policies. Specific vendors may change as our business operations evolve.

13. Cookies and Website Analytics

If our website uses cookies or similar technologies, they may support essential site functions, understand website traffic, and improve the visitor experience. The technologies actually in use depend on our website configuration. Visitors may be able to manage cookies through browser settings or available site controls. If advertising or nonessential tracking tools are added, we will update this policy and provide any legally required notices or choices.

14. Text Messages, Email, and Communications

We may send service-related emails, calls, or text messages concerning estimates, appointments, access, invoices, and customer support using the contact details you provide. Optional marketing messages are sent only when permitted and with any required consent. You may opt out of promotional emails using an unsubscribe option, where provided, or contact us; for promotional texts, follow the opt-out instructions in the message. Opting out of marketing does not necessarily stop essential service communications.

15. Confidentiality at Client Properties

Our personnel are expected to respect private homes and confidential business spaces. We do not intentionally access, photograph, copy, or disclose documents or information unrelated to the cleaning service. Clients should secure sensitive records, medications, cash, and valuables before service. Medical facilities and other regulated workplaces may require additional confidentiality, site-access, or contractual safeguards appropriate to the services performed.

16. Contact Information

For questions about this policy, privacy requests, photography preferences, or communication choices, contact:
Tidy Space Cleaning Services LLC
info@tidyspacecleaningservices.com
(503) 694-9508