

# Happy Day Cleaning Services - Client Data Privacy Policy

**Effective Date:** April 4, 2023

At Happy Day Cleaning Services, we are committed to protecting the privacy of our clients. This Client Data Privacy Policy explains how we collect, use, store, and protect your personal information when you use our services, including SMS communications.

## 1. Information We Collect

We collect the following types of information when you engage with our services:

- **Personal Information:** Name, phone number, email address, and billing address.
- **Service Information:** Details related to the services you request, such as the type of cleaning service, location, special preferences, and frequency.
- **Payment Information:** Credit card details, bank account information, or other payment-related data provided for transaction purposes.
- **SMS Communication:** Any messages you send to us or receive from us via SMS.

## 2. How We Use Your Information

We use the information we collect to:

- Provide and manage the cleaning services you request.
- Process payments and send billing invoices.
- Communicate with you regarding your appointments, promotions, or service updates.
- Respond to customer service inquiries and support requests.
- Improve the quality of our services and tailor them to your needs.

## 3. How We Protect Your Information

We take reasonable precautions to protect the confidentiality and integrity of your personal information:

- **Data Security:** We implement industry-standard security measures to safeguard your data, including encryption and secure servers.
- **Restricted Access:** Only authorized personnel have access to your personal data, and they are trained to handle it securely.
- **Data Retention:** We retain your personal information only for as long as necessary to fulfill the purpose for which it was collected or as required by law.

## 4. SMS Communication Privacy Policy

We respect your privacy in all communications, including SMS messages. By providing your phone number to us, you consent to receive SMS messages related to our services. These messages may include:

- Service confirmations and reminders.
- Promotional offers and discounts (if you opt-in).
- Updates or changes to your scheduled appointments.

### 4.1 Opting In and Out of SMS Communications

- **Opt-In:** By agreeing to receive SMS communications from us, you acknowledge that you may receive messages related to the services you have requested, as well as marketing materials if you consent to receiving them.
- **Opt-Out:** You can opt out of receiving promotional SMS messages at any time by following the opt-out instructions provided in each SMS message (e.g., texting “STOP”). You may also contact our customer support team to request that your SMS communication preferences be updated.

### 4.2 SMS Data Collection and Use

- We collect your phone number when you subscribe to receive SMS communications. We may also collect information about the content of the messages you send and receive.
- SMS data is used solely for providing our services, processing requests, and sending updates or promotional offers.

- We will not sell, rent, or share your SMS communication information with third parties without your consent, except as required by law.

#### **4.3 Data Security and Retention**

- We treat SMS communication data with the same level of confidentiality as all other personal information. It is stored securely and is only accessible by authorized personnel.
- SMS message content may be retained for as long as necessary to fulfill your service request or as required by law.

### **5. Sharing Your Information**

We do not sell, rent, or trade your personal information. However, we may share your data with trusted service providers or partners who assist us in delivering our services, such as payment processors and customer support platforms. These third parties are contractually obligated to protect your information and may only use it for the purposes of providing their services to us.

### **6. Your Rights**

You have the right to:

- **Access:** Request a copy of the personal information we hold about you.
- **Correction:** Request corrections to any inaccurate or incomplete personal information.
- **Deletion:** Request that we delete your personal information, subject to any legal obligations or ongoing service requirements.
- **Opt-Out:** Opt-out of promotional communications or withdraw consent for the collection of certain types of information.

To exercise these rights, please contact us at [Insert Contact Information].

### **7. Changes to This Privacy Policy**

We may update this privacy policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any significant changes by posting the updated policy on our website and/or sending a notice via email or SMS.

## 8. Contact Us

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

### **Happy Day Cleaning Services**

Email: [info@happydaycleaningservices.com](mailto:info@happydaycleaningservices.com)

Phone: (888) 427-9322    (908) 941-0700

Website: <https://www.happydaycleaningservices.com/policy>

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By using our services, you agree to the terms outlined in this Client Data Privacy Policy. Thank you for trusting Happy Day Cleaning Services with your cleaning needs!