Privacy Policy

Easy Day Cleaning

1. Introduction

Easy Day Cleaning respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, and disclose information when you visit our website, request an estimate, book a cleaning service, or communicate with us.

2. Information We Collect

We may collect the following information:

- Name, email address, and telephone number.
- Billing and service addresses.
- Property details and cleaning requirements.
- Booking information and service preferences.
- Property access instructions and security codes.
- Payment and transaction information.
- Customer communications, inquiries, and feedback.
- Photographs related to cleaning services.
- Website usage information, IP addresses, browser types, and device information.

3. How We Use Your Information

We use personal information to:

- Provide and manage cleaning services.
- Process bookings and estimate requests.
- Schedule and coordinate cleaning appointments.
- Process payments and issue invoices.
- Communicate with customers.
- Provide customer support.
- Maintain service quality and safety.
- Investigate complaints and resolve disputes.
- Improve our website and business operations.
- Comply with applicable legal obligations.

4. Online Booking and Payment Processing

We may use third-party platforms, including ServiceM8, to manage bookings, scheduling, customer

records, invoicing, and service-related communications.

Payments may be processed through secure third-party payment providers. We do not intentionally store complete payment card numbers or card security codes in our internal business records.

Third-party providers may process information in accordance with their own privacy policies and applicable laws.

5. Information Sharing

We do not sell your personal information or share it for cross-context behavioral advertising.

We may disclose relevant information to:

- Authorized cleaning personnel.
- Customer support and scheduling personnel.
- Booking and payment processing providers.
- Website hosting and technology providers.
- Insurance providers and professional advisers.
- Government authorities when legally required.

Information is disclosed as reasonably necessary to provide our services, protect legitimate business interests, and comply with applicable laws.

6. Property Access and Security Information

Property access instructions, door codes, alarm codes, and other security-related information are treated as confidential.

Such information is made available only to authorized personnel and service providers when reasonably necessary to perform or coordinate the requested service.

7. Property Photographs

Our cleaning personnel may take photographs before, during, or after a cleaning service for purposes of quality assurance, documenting property conditions, verifying completed work, and resolving service-related disputes.

These photographs are intended for internal business purposes and will not be published on our website, social media accounts, or advertising materials without the customer's separate consent.

We take reasonable steps to avoid photographing personal documents, sensitive information, and other unnecessary private details.

8. Telephone Communications and AI-Assisted Services

We may use automated systems and artificial intelligence to assist with incoming telephone calls, customer inquiries, appointment scheduling, and customer support.

Telephone conversations may be recorded or transcribed only after obtaining the consent required by applicable law.

Recordings and transcripts may be used for service coordination, quality assurance, customer support, and dispute resolution.

We do not use call recordings for unrelated advertising purposes.

9. Email and Text Message Communications

We may contact customers by telephone, email, or text message regarding:

- Appointment confirmations.
- Scheduling updates and reminders.
- Service-related inquiries.
- Estimates, invoices, and payments.
- Customer support and service follow-ups.

Promotional communications are sent only with the customer's consent.

Customers may unsubscribe from promotional emails or opt out of promotional text messages at any time.

Mobile information and text messaging opt-in data and consent will not be shared with third parties or affiliates for their own marketing or promotional purposes.

10. Cookies and Website Technologies

Our website may use cookies and similar technologies to support website functionality, security, performance, and usage analytics.

You may manage or disable cookies through your browser settings. Disabling certain cookies may affect website functionality.

Our website does not currently respond to browser Do Not Track signals. We will honor legally required privacy preference signals where applicable.

Third-party services integrated into our website may collect information regarding your online activities over time and across different websites, subject to their own privacy practices.

11. Data Security

We implement reasonable administrative, technical, and organizational safeguards designed to protect personal information against unauthorized access, disclosure, alteration, misuse, or loss.

However, no method of electronic transmission or storage can be guaranteed to be completely secure.

12. Data Retention

We retain personal information only for as long as reasonably necessary to provide services, maintain business records, comply with legal and accounting requirements, resolve disputes, and enforce applicable agreements.

Information that is no longer reasonably required is securely deleted or otherwise disposed of, subject to applicable legal requirements.

13. Your Privacy Rights

Depending on applicable law, you may have the right to:

- Request access to your personal information.
- Request correction of inaccurate information.
- Request deletion of personal information.
- Withdraw consent to promotional communications.
- Exercise other applicable privacy rights.

Requests may be submitted by contacting us using the email address provided below.

We may need to verify your identity before processing certain requests. Some information may be retained when required or permitted by law.

14. Children's Privacy

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

If we become aware that such information has been collected without appropriate authorization, we will take reasonable steps to delete it.

15. Third-Party Websites

Our website may contain links to third-party websites and services. We are not responsible for the privacy practices or content of independently operated third-party websites.

16. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business practices, technology, or legal requirements.

The updated version will be published on our website with the applicable revision date.

17. Contact Us

If you have questions about this Privacy Policy or wish to submit a privacy-related request, please contact us:

Easy Day Cleaning
Sacramento, California, United States
Email: hello@easydaycleaningservice.com
Website: easydaycleaningservice.com

Last Updated: November 17, 2026

Contact Forms: Web3Forms and hCaptcha

Updated November 22, 2026

Web3Forms

We use Web3Forms to process website contact forms and deliver inquiries to hello@easydaycleaningservice.com. Submitted information includes your name, email address, optional phone number, and message. Web3Forms also processes technical information needed to deliver submissions and prevent abuse. We use this information to respond to inquiries and prepare estimates. Our Web3Forms account is configured to retain submissions for three years. Copies delivered to our email are subject to the retention practices in Section 12. Please do not include payment card details, door codes, or other sensitive access information in this form.

hCaptcha

We use hCaptcha, provided by Intuition Machines, Inc., to protect our contact form from spam and automated abuse. It may process IP addresses, browser and device information, interactions with the security check, and cookies or similar technologies for security purposes. This information is processed under the provider’s privacy policy.

Provider Policies

Web3Forms: https://web3forms.com/privacy
hCaptcha: https://www.hcaptcha.com/privacy
hCaptcha Terms: https://www.hcaptcha.com/terms

Questions and Requests

For privacy questions or requests, contact hello@easydaycleaningservice.com or call (619) 800-3639. This supplement forms part of our Privacy Policy.