

Privacy Policy

Privacy Policy for M&J Cleaning

Effective Date: 12/20/2024

At M&J Cleaning, we value and respect your privacy. This Privacy Policy explains how we collect, use, and protect your personal information when you visit our website, use our services, or interact with us. We are committed to complying with the privacy laws applicable in Texas and will do our best to safeguard your data.

1. Information We Collect

We may collect the following types of personal information when you interact with our website, services, or communicate with us:

- **Personal Information:** Name, phone number, email address, address, payment information, and billing details.
- **Service-related Information:** Service preferences, addresses, scheduling information, and other details necessary to provide our cleaning services.
- **Cookies and Tracking Information:** We use cookies and similar technologies to enhance your user experience on our website, analyze traffic, and customize content.

2. How We Use Your Information

We use the personal information we collect for the following purposes:

- **To Provide Services:** To fulfill your cleaning service requests, communicate about appointments, and send service reminders.
- **To Process Payments:** To process payments for services provided.
- **To Improve Services:** To analyze and improve the quality and performance of our services.
- **Marketing and Promotions:** With your consent, we may send you information about promotions, special offers, or updates related to our services. You can opt-out of marketing communications at any time by following the unsubscribe link in any email or contacting us directly.

3. Data Protection and Security

At M&J Cleaning, we take reasonable precautions to protect your personal information from unauthorized access, disclosure, or misuse. Our security measures include encryption of sensitive data and secure payment processing systems to help protect your information.

However, no data transmission over the internet or method of electronic storage is 100% secure. While we strive to protect your personal information, we cannot guarantee its absolute security. We are not responsible for any unauthorized access, data breaches, or compromises that may occur due to circumstances beyond our control, such as cyber-attacks, hijacking, or other malicious activities.

By using our services, you acknowledge and accept that, despite our best efforts, security risks exist in the online environment.

4. Sharing Your Information

We do not sell, rent, or trade your personal information. However, we may share your data with third parties for the following purposes:

- **Service Providers:** We may share your information with trusted third-party service providers (e.g., payment processors) to complete transactions or support our operations.
- **Legal Compliance:** We may disclose your information if required to do so by law or if we believe it is necessary to comply with a legal obligation, protect our rights, or prevent fraud.

5. Cookies and Tracking Technologies

Our website uses cookies to enhance your experience, analyze site traffic, and personalize content. Cookies are small text files that are stored on your device. You can control cookie settings through your browser preferences. By continuing to use our website, you consent to our use of cookies.

6. Your Rights

Under applicable Texas and federal laws, you have the right to:

- **Access and Update Your Information:** You can request access to the personal information we hold about you and request corrections or updates.
- **Delete Your Information:** You may request that we delete your personal information, subject to certain exceptions (such as where we need to retain it for legal reasons).
- **Opt-Out of Marketing Communications:** You can unsubscribe from marketing emails at any time by clicking the "unsubscribe" link in our emails or contacting us directly.

To exercise any of these rights, please contact us at mjacleanings.com

7. Children's Privacy

Our services are not intended for children under the age of 18. We do not knowingly collect personal information from anyone under 18. If you believe we have collected personal information from a child under 18, please contact us immediately, and we will take steps to delete such information.

8. Data Retention

We retain personal information only for as long as necessary to provide our services, fulfill our legal obligations, and resolve any disputes. When we no longer need your data, we will take steps to securely delete or anonymize it.

9. Changes to This Privacy Policy

We may update this privacy policy from time to time. Any changes will be posted on this page with the effective date. We encourage you to review this privacy policy periodically to stay informed about how we are protecting your information.

10. Contact Us

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

- **Email:** [mjcleanings@gmail.com](mailto:mjacleanings@gmail.com)