

AZURE COASTAL CLEANING

Privacy Policy

Effective Date: September 2, 2026 | Sarasota, Florida

1. Scope of This Privacy Policy

This Privacy Policy explains how Azure Coastal Cleaning ("we," "us," or "our") may collect, use, disclose, and protect information when you visit our website, request a quote, book cleaning services, communicate with us, or otherwise interact with our business.

2. Information We May Collect

- **Contact information:** name, phone number, email address, and preferred contact method.
- **Service and property information:** service address, property type, bedrooms, bathrooms, requested cleaning type, appointment date and time, access instructions, and notes you provide.
- **Transaction information:** quote, invoice, payment status, service history, refunds, and related transaction records. Payment card details may be collected directly by our payment processor rather than stored by us.
- **Communications:** messages, form submissions, customer-service communications, and feedback.
- **Technical information:** IP address, browser or device information, pages viewed, referring pages, approximate location derived from IP, cookies, and similar website usage information when these technologies are used.

3. How We Use Information

- Provide quotes, schedule and perform cleaning services, and manage customer accounts or bookings.
- Communicate appointment confirmations, updates, service details, invoices, and customer-support responses.
- Assign and coordinate authorized cleaners or contractors who need service information to perform a job.
- Process payments, maintain accounting and business records, prevent fraud, and enforce our agreements.
- Operate, secure, troubleshoot, analyze, and improve our website and services.
- Send marketing communications where permitted by law and honor applicable opt-out requests.
- Comply with legal obligations and protect the rights, safety, and property of customers, service personnel, Azure Coastal Cleaning, and others.

4. Information Shared With Cleaners and Contractors

When a cleaner or contractor is assigned to a job, we may provide information reasonably necessary to perform that service, such as the customer's name, phone number, service address, property type, appointment date and time, bedrooms and bathrooms, access instructions, and job-specific notes. Service personnel are expected to use that information only for legitimate job-related purposes.

5. Service Providers and Other Disclosures

We may disclose information to vendors that help us operate our business, such as website hosting, scheduling, communications, payment processing, accounting, analytics, and other service providers. These providers may process information under their own contracts and privacy terms.

We may also disclose information when reasonably necessary to comply with law, legal process, or governmental requests; investigate fraud or security incidents; protect legal rights or safety; or in connection with a merger, sale, financing, reorganization, or transfer of all or part of the business.

6. Payments

If you pay online or by card, payment information may be processed by a third-party payment processor. We may receive transaction details such as payment status, amount, date, and limited payment-method information, but we do not need to store full card numbers when the processor handles them directly.

7. Cookies and Analytics

Our website may use cookies, pixels, local storage, analytics, or similar technologies to remember preferences, understand website traffic, measure performance, maintain security, or support advertising. Browser settings may allow you to block or delete cookies, although some website functions may not work as intended.

8. Marketing Communications

If you receive promotional email or text communications from us, you may use the unsubscribe or opt-out method provided in the message when applicable. Transactional or service-related messages, such as booking confirmations or appointment updates, may still be sent when needed to provide requested services.

9. Data Retention

We retain personal information for as long as reasonably necessary for the purposes described in this Policy, including providing services, maintaining business and tax records, resolving disputes, preventing fraud, and complying with legal obligations. Retention periods may vary by type of information.

10. Data Security

We use reasonable administrative, technical, and organizational measures intended to protect personal information. No website, network, storage system, or transmission method can be guaranteed to be completely secure, and we cannot promise absolute security.

11. Your Privacy Choices

You may contact us to request that we update or correct information you previously provided, subject to legal and recordkeeping requirements. You may also manage browser cookie settings and opt out of marketing communications where applicable.

Depending on where you reside and which privacy laws apply to our business, you may have additional rights. We will respond to valid privacy requests as required by applicable law.

12. Children's Privacy

Our website and cleaning services are not directed to children under 13, and we do not knowingly seek to collect personal information online from children under 13. If we learn that such information was collected inappropriately, we will take reasonable steps to address it.

13. Third-Party Links and Services

Our website may contain links to or integrations with third-party websites and services. Their privacy practices are governed by their own policies, and this Privacy Policy does not control how an independent third party handles

information.

14. Florida Privacy Notice

Azure Coastal Cleaning is based in Florida. Florida privacy and data-security laws may apply depending on the nature and scale of our operations and the information involved. This Policy is intended to describe our general practices and does not waive any rights or obligations that apply under law.

15. Changes to This Privacy Policy

We may update this Privacy Policy as our website, vendors, or business practices change. The current version will be posted on the website with the effective date shown above.

16. Contact Us

For privacy questions or requests, contact Azure Coastal Cleaning using the contact information or contact form published on our website. Please include enough information for us to understand and respond to your request.

Website notice: This document is intended as a general website policy for Azure Coastal Cleaning and is not a substitute for advice from a licensed Florida attorney regarding your specific operations.