



PRIVACY POLICY

Tahoma Home Care LLC Effective Date: October 2026

1. Introduction

Tahoma Home Care LLC ("Tahoma Home Care," "we," "us," or "our") respects your privacy. This Privacy Policy explains what information we collect through our website at tahomahomecare.com (the "Site"), how we use it, and the choices you have.

By using our Site or services, you agree to the practices described in this policy.

2. Information We Collect

Information you give us directly. When you fill out our contact form, request a quote, book a cleaning online, call, text, or email us, we collect information such as your name, email address, phone number, service address, property details, scheduling preferences, and anything else you choose to share.

Payment information. If you pay for services, your payment details are collected and processed by our third-party payment processors (such as QuickBooks, Venmo, and credit card networks). We do not store full credit or debit card numbers on our systems.

Information collected automatically. When you visit our Site, our website host (GoDaddy) collects standard analytics information including IP address, browser type, device type, pages visited, referring website, and timestamps. This information is aggregated and used to understand site traffic and improve the experience.

Cookies and similar technologies. Our Site uses cookies. See Section 7 below.

Information from third-party tools. Our online booking page uses an embedded scheduling tool provided by Zenmaid. Information you submit through that tool is collected and

processed by Zenmaid on our behalf. Our contact form uses Google reCAPTCHA to prevent spam, which is subject to Google's Privacy Policy and Terms of Service.

3. How We Use Your Information

We use the information we collect to:

- Respond to your inquiries and provide quotes
- Schedule, deliver, and manage your cleaning services
- Process payments and send invoices
- Communicate with you about your account, appointments, and service updates
- Send marketing emails or text messages if you have opted in
- Improve our Site and services
- Comply with legal obligations and protect our rights

4. How We Share Your Information

We do not sell, rent, or trade your personal information. We share information only in these limited situations:

- **Service providers.** With vendors who help us run our business, such as our scheduling platform (Zenmaid), payroll and tax provider (Gusto), accounting and invoicing (QuickBooks), payment processors, email service providers, and website hosting (GoDaddy). These providers are only authorized to use your information to perform services for us.
- **Our team members.** With the cleaning professionals assigned to your home, so they can perform the service.
- **Legal requirements.** If required by law, court order, subpoena, or to protect the rights, property, or safety of Tahoma Home Care, our clients, our employees, or others.
- **Business transfers.** If Tahoma Home Care is sold, merged, or acquired, your information may be transferred as part of that transaction.

5. Email and SMS Communications

Transactional communications. We will send you emails or text messages related to your service, such as appointment reminders, quotes, invoices, and account updates. These are considered part of our service relationship.

Marketing communications. If you opt in, we may send you promotional emails or text messages about our services, offers, or news.

- You can unsubscribe from marketing emails at any time by clicking the "unsubscribe" link in any email or by contacting us.
- For SMS marketing, message and data rates may apply. Message frequency varies. Reply STOP at any time to opt out, or HELP for help. We will not share your mobile number with third parties for marketing purposes.

6. Data Retention

We keep your personal information for as long as needed to provide services, maintain our business records, resolve disputes, and comply with legal obligations. When information is no longer needed, we take reasonable steps to delete or anonymize it.

7. Cookies and Tracking

Our Site uses cookies, which are small text files stored on your device. We use cookies to:

- Enable basic site functionality
- Analyze aggregated website traffic through our website host
- Remember your preferences during a visit

Most browsers allow you to control cookies through settings. You can block or delete cookies, but some parts of the Site may not work properly if you do.

Our Site displays a cookie notice on your first visit. By continuing to use the Site after seeing the notice, you consent to our use of cookies as described here.

8. Third-Party Links and Services

Our Site may contain links to third-party websites or embedded tools (such as our booking widget, Facebook page, or Google reCAPTCHA). We are not responsible for the privacy practices of these third parties. We encourage you to read their privacy policies.

9. Your Choices and Rights

Depending on where you live, you may have rights regarding your personal information, including:

- The right to access the information we hold about you
- The right to request correction of inaccurate information
- The right to request deletion of your information
- The right to opt out of marketing communications

To make a request, contact us using the information in Section 12. We will respond within a reasonable time and consistent with applicable law.

Washington residents. Under the Washington My Health My Data Act and other state laws, you have rights regarding certain categories of personal information. We do not knowingly collect sensitive consumer health data through our Site or services.

10. Children's Privacy

Our Site and services are not directed to children under 13. We do not knowingly collect personal information from children under 13. If we learn we have collected information from a child under 13, we will delete it.

11. Data Security

We take reasonable steps to protect your information using appropriate administrative, technical, and physical safeguards. However, no method of transmission or storage is completely secure, and we cannot guarantee absolute security.

12. Contact Us

If you have questions about this Privacy Policy or want to exercise any of your rights, contact us at:

Tahoma Home Care LLC 23220 Maple Valley Black Diamond Rd SE #3G Maple Valley, WA 98038 hello@tahomahomecare.com (425) 941-5097

13. Changes to This Policy

We may update this Privacy Policy from time to time. The "Effective Date" at the top shows when the policy was last updated. If we make material changes, we will post the updated policy on our Site. Your continued use of the Site or our services after an update means you accept the revised policy.