

# Privacy Policy

Last Updated: January 8, 2026

## 1. Introduction

Cut My Trees Please ("we," "our," or "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website [www.cutmytreesplease.com](http://www.cutmytreesplease.com) (the "Site") or use our tree services.

Please read this Privacy Policy carefully. By using our Site or services, you agree to the collection and use of information in accordance with this policy. If you do not agree with our policies and practices, please do not use our Site or services.

## 2. Information We Collect

### 2.1 Personal Information You Provide

We collect personal information that you voluntarily provide to us when you:

- Request a quote or estimate
- Schedule services
- Contact us via phone, email, or contact forms
- Sign up for newsletters or promotional communications
- Create an account on our Site
- Make a payment for services
- Provide feedback or reviews

This information may include:

- Full name
- Physical address (service location)
- Email address
- Phone number
- Payment information (credit card details, billing address)
- Property details and photos
- Service preferences and history
- Communication preferences

### 2.2 Information Automatically Collected

When you visit our Site, we automatically collect certain information about your device and browsing behavior:

**Device and Usage Information:**

- IP address
- Browser type and version
- Operating system
- Device type (desktop, mobile, tablet)
- Pages visited and time spent on pages
- Referring website addresses
- Date and time of access
- Geographic location (general region based on IP)

#### **Cookies and Tracking Technologies:**

- We use cookies, web beacons, and similar tracking technologies to collect information about your browsing activities
- Session cookies (temporary, deleted when you close browser)
- Persistent cookies (remain until deleted or expired)
- Analytics cookies to understand site usage
- Functional cookies to remember your preferences

## **2.3 Information from Third Parties**

We may receive information about you from:

- Credit reporting agencies for payment verification
- Payment processors
- Marketing partners and advertising networks
- Social media platforms (if you interact with our social media)
- Public records for property information verification

## **2.4 Sensitive Information**

We do not intentionally collect sensitive personal information such as:

- Social Security numbers
- Financial account numbers (beyond payment processing)
- Medical or health information
- Racial or ethnic origin
- Political opinions or religious beliefs

# **3. How We Use Your Information**

We use the information we collect for the following purposes:

## **3.1 Service Delivery**

- Providing estimates and quotes
- Scheduling and performing tree services
- Communicating about appointments and service updates
- Processing payments and maintaining billing records
- Following up on service completion

### **3.2 Business Operations**

- Managing customer accounts
- Maintaining service history and records
- Improving our services and customer experience
- Training staff and quality control
- Conducting customer satisfaction surveys

### **3.3 Marketing and Communications**

- Sending promotional materials about our services
- Providing seasonal reminders and maintenance tips
- Notifying you of special offers or new services
- Sending newsletters (if you opt in)
- Remarketing to previous customers

### **3.4 Legal and Safety**

- Complying with legal obligations
- Protecting against fraud and security threats
- Resolving disputes and enforcing our agreements
- Responding to legal requests and preventing harm
- Maintaining insurance and safety records

### **3.5 Analytics and Improvement**

- Analyzing Site usage and traffic patterns
- Understanding customer preferences and behavior
- Testing new features and services
- Optimizing our marketing efforts
- Improving Site functionality and user experience

## **4. How We Share Your Information**

We do not sell your personal information to third parties. We may share your information in the following circumstances:

## 4.1 Service Providers

We share information with third-party vendors who perform services on our behalf:

- Payment processors (credit card processing)
- Cloud hosting and storage providers
- Email and communication platforms
- Scheduling and dispatch software
- Accounting and bookkeeping services
- Marketing and advertising services
- Website analytics providers

These service providers are contractually obligated to protect your information and use it only for the purposes we specify.

## 4.2 Business Transfers

If we are involved in a merger, acquisition, sale of assets, or bankruptcy, your information may be transferred to the successor entity. We will notify you of any such change and how it affects your information.

## 4.3 Legal Requirements

We may disclose your information if required to do so by law or in response to:

- Court orders or legal processes
- Government or regulatory requests
- Enforcement of our Terms and Conditions
- Protection of our rights, property, or safety
- Prevention of fraud or illegal activity
- Protection of the rights and safety of others

## 4.4 With Your Consent

We may share your information with third parties when you explicitly consent to such sharing, such as:

- Referrals to partner businesses you request
- Testimonials or reviews (with your permission)
- Social media sharing (if you choose to share)

## 4.5 Aggregate Information

We may share aggregated or de-identified information that cannot be used to identify you personally, such as statistical data about our services or website traffic.

## 5. Cookies and Tracking Technologies

### 5.1 What Are Cookies

Cookies are small text files stored on your device that help us recognize you and remember your preferences.

### 5.2 Types of Cookies We Use

**Essential Cookies:** Necessary for Site functionality (login, shopping cart, form submission)

**Performance Cookies:** Help us understand how visitors use our Site (Google Analytics)

**Functional Cookies:** Remember your preferences and settings

**Advertising Cookies:** Deliver relevant advertisements and track campaign effectiveness

### 5.3 Managing Cookies

You can control cookies through your browser settings:

- Block all cookies
- Delete existing cookies
- Allow cookies from specific sites only
- Receive notifications when cookies are set

Note: Blocking cookies may impact Site functionality and prevent use of certain features.

### 5.4 Third-Party Cookies

We use third-party services that may set their own cookies:

- Google Analytics
- Facebook Pixel
- Google Ads
- Other advertising and analytics platforms

These third parties have their own privacy policies governing their use of your information.

## 6. Third-Party Links and Services

Our Site may contain links to third-party websites, including:

- Social media platforms
- Review sites
- Partner services
- Industry resources

We are not responsible for the privacy practices of these third-party sites. We encourage you to read their privacy policies before providing any personal information.

## 7. Data Security

### 7.1 Security Measures

We implement reasonable administrative, technical, and physical security measures to protect your information:

- Secure socket layer (SSL) encryption for data transmission
- Secure servers and firewalls
- Access controls and authentication
- Regular security assessments
- Employee training on data protection
- Secure payment processing (PCI-DSS compliant)

### 7.2 No Guarantee of Security

Despite our efforts, no security measure is 100% effective. We cannot guarantee absolute security of your information. You use our services at your own risk.

### 7.3 Data Breaches

In the event of a data breach affecting your personal information, we will notify you in accordance with applicable laws and take appropriate remedial action.

## 8. Data Retention

### 8.1 Retention Period

We retain your information for as long as necessary to:

- Fulfill the purposes described in this Privacy Policy
- Comply with legal, accounting, or reporting requirements
- Resolve disputes and enforce our agreements
- Maintain business records

### 8.2 Retention Guidelines

- Service records: Typically 7 years for accounting and legal purposes
- Marketing data: Until you unsubscribe or request deletion
- Website analytics: Typically 26 months (Google Analytics default)
- Payment information: As required by payment processors and financial regulations

### 8.3 Deletion

When information is no longer needed, we delete or anonymize it in accordance with our data retention policies and applicable laws.

## 9. Your Privacy Rights

Depending on your location, you may have certain rights regarding your personal information:

### 9.1 Access and Portability

- Request a copy of the personal information we hold about you
- Receive your information in a portable format

### 9.2 Correction

- Request correction of inaccurate or incomplete information
- Update your account information

### 9.3 Deletion

- Request deletion of your personal information (subject to legal retention requirements)
- Request removal from marketing lists

### 9.4 Objection and Restriction

- Object to certain processing of your information
- Request restriction of processing in specific circumstances

### 9.5 Withdraw Consent

- Withdraw consent for processing based on consent (does not affect prior processing)

### 9.6 Opt-Out of Marketing

- Unsubscribe from promotional emails via the unsubscribe link
- Opt out of text messages by replying STOP
- Contact us to be removed from marketing lists

### 9.7 Do Not Track

Currently, our Site does not respond to "Do Not Track" browser signals. You can manage cookies through your browser settings.

### 9.8 Exercising Your Rights

To exercise any of these rights, contact us using the information in Section 14. We will respond to your request within 30 days.

## 10. Children's Privacy

Our services are not directed to children under 13 years of age. We do not knowingly collect personal information from children under 13. If we become aware that we have collected information from a child

under 13, we will promptly delete it. If you believe we have collected information from a child, please contact us immediately.

## 11. State-Specific Privacy Rights

### 11.1 California Residents (CCPA/CPRA)

If you are a California resident, you have additional rights under the California Consumer Privacy Act:

**Right to Know:** Request disclosure of personal information collected, used, and shared

**Right to Delete:** Request deletion of personal information (subject to exceptions)

**Right to Opt-Out:** Opt out of sale of personal information (we do not sell personal information)

**Right to Non-Discrimination:** Not receive discriminatory treatment for exercising privacy rights

**Right to Limit Use:** Limit use of sensitive personal information

To exercise these rights, contact us at [email/phone]. We will verify your identity before processing requests.

### 11.2 Other State Rights

Residents of other states may have similar privacy rights under state laws. Contact us to learn more about your specific rights.

## 12. International Users

### 12.1 U.S.-Based Operations

Our services are based in the United States and governed by U.S. law. If you access our Site from outside the U.S., your information will be transferred to and processed in the U.S.

### 12.2 International Data Transfers

The U.S. may not have the same data protection laws as your country. By using our services, you consent to the transfer of your information to the U.S.

### 12.3 GDPR (European Users)

If you are in the European Economic Area, you have additional rights under the General Data Protection Regulation. Contact us for information about exercising these rights.

## 13. Changes to This Privacy Policy

### 13.1 Updates

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

### 13.2 Notification

We will notify you of material changes by:

- Posting the updated policy on our Site with a new "Last Updated" date
- Sending an email notification (if we have your email)
- Displaying a prominent notice on our Site

### **13.3 Review**

We encourage you to periodically review this Privacy Policy to stay informed about how we protect your information.

### **13.4 Continued Use**

Your continued use of our Site or services after changes are posted constitutes acceptance of the updated Privacy Policy.

## **14. Contact Information**

If you have questions, concerns, or requests regarding this Privacy Policy or our privacy practices, please contact us:

**Cut My Trees Please**

**Privacy Officer**

**Email:** [Privacy Email Address]

**Phone:** [Phone Number]

**Mail:** [Physical Address]

**Response Time:** We will respond to privacy inquiries within 30 days.

## **15. Consent**

By using our Site or services, you consent to the collection, use, and disclosure of your information as described in this Privacy Policy.

**Last Updated: January 8, 2026**

**This Privacy Policy is effective immediately for new users and 30 days after posting for existing users.**