

XPW LLC Privacy Policy

Last Updated: 3/10/2026

XPW LLC (“Company,” “we,” “us,” or “our”) respects the privacy of our customers and is committed to protecting the personal information you provide to us. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you interact with our services, website, communications, or business operations.

By using our services, requesting an estimate, or interacting with our website or communications, you agree to the terms of this Privacy Policy.

Information We Collect

We may collect personal information from clients and website visitors including, but not limited to:

Personal Identification Information

- Name
- Phone number
- Email address
- Mailing address
- Property service address

Service Information

- Property details related to requested services
- Service history
- appointment scheduling information

Payment Information

- Billing details (PayPal / Venmo / CashApp / Square / Check)
- Payment transaction records (PayPal / Venmo / CashApp / Square / Check)

Payment information is processed through third-party payment processors and is not stored directly by the Company unless required for accounting or legal purposes.

Website and Technical Data

If you visit our website, we may collect:

- IP address
- browser type
- device information
- website usage data
- cookies and analytics information

2. How We Use Your Information

The Company uses collected information for business purposes including:

- providing estimates and scheduling services
- performing requested services
- processing payments
- customer communication and support
- service documentation and record keeping
- marketing and promotional activities
- improving our services and website functionality
- complying with legal obligations

3. Photographs and Service Documentation

In connection with the services provided, the Company may take photographs or video of exterior areas of the property before, during, and after service.

These materials may be used for:

- documentation of work performed
- quality control
- training purposes
- marketing and promotional materials

The Company will make reasonable efforts to avoid capturing personally identifiable information or individuals in such materials.

Clients may request to opt out of marketing use of such images by providing written notice prior to service.

4. Information Sharing

XPW LLC does not sell or rent personal information to third parties.

We may share information in the following limited situations:

Service Providers

With trusted third-party vendors that assist with:

- payment processing
- scheduling software
- customer communication tools
- website hosting
- accounting and bookkeeping

Legal Compliance

When required to comply with:

- legal obligations
- court orders
- law enforcement requests
- protection of Company rights and property

5. Data Security

The Company takes reasonable administrative, technical, and physical precautions to protect personal information from unauthorized access, misuse, or disclosure.

However, no method of electronic transmission or storage can be guaranteed to be completely secure. While we strive to protect your information, we cannot guarantee absolute security.

6. Data Retention

Personal information may be retained for as long as necessary to:

- provide services
- maintain business records
- comply with legal obligations
- resolve disputes
- enforce agreements

7. Cookies and Website Analytics

If you visit our website, we may use cookies and analytics tools to understand website traffic and improve user experience.

Cookies may collect non-personal information such as:

- browsing behavior
- pages visited
- session duration

Users may disable cookies through their browser settings.

8. Third-Party Links

Our website or communications may contain links to third-party websites. The Company is not responsible for the privacy practices or content of those external sites.

9. Children's Privacy

Our services are not directed toward individuals under the age of 18. We do not knowingly collect personal information from minors.

10. Your Privacy Rights

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

- request access to personal information we hold
- request correction of inaccurate information
- request deletion of certain information
- opt out of marketing communications

Requests may be submitted using the contact information listed below.

11. Changes to This Privacy Policy

The Company reserves the right to update or modify this Privacy Policy at any time. Updates will be posted with a revised effective date.

Continued use of our services after such changes constitutes acceptance of the updated policy.

12. Contact Information

If you have questions about this Privacy Policy or how your information is handled, please contact:

Email: xpw.services@outlook.com / xpw.services@gmail.com

Phone: +1 (314)944-2798