

Privacy Policy

Brightscape Outdoor LLC
Shelby Township, Michigan
Effective Date: September 3, 2026

Brightscape Outdoor LLC ("Brightscape Outdoor," "we," "our," or "us") respects your privacy and is committed to protecting the personal information you provide to us. This Privacy Policy explains how we collect, use, store, and protect information when you visit our website, request an estimate, become a customer, communicate with us, or use our services.

Information We Collect

We may collect personal information that you voluntarily provide to us, including:

- Name
- Phone number
- Email address
- Service or property address
- Billing information
- Information related to requested or completed services
- Communications you send to us, including text messages, emails, and website inquiries
- Other information you choose to provide when requesting an estimate or communicating with our team

We may also collect basic technical information when you use our website, such as browser type, device information, IP address, and website usage information.

How We Use Your Information

Brightscape Outdoor may use the information we collect to:

- Provide estimates, proposals, and requested services
- Schedule and manage landscaping and outdoor service appointments
- Communicate with customers regarding appointments, estimates, projects, invoices, and account information
- Send service-related text messages and emails
- Process payments and maintain business records
- Respond to questions and customer service requests
- Improve our website, services, and customer experience
- Comply with applicable legal and regulatory requirements

Text Messaging and SMS Communications

If you provide your mobile phone number and consent to receive text messages from Brightscape Outdoor, we may send you text messages related to your inquiry, estimate, scheduled services, project updates, invoices, payments, customer service matters, and other communications related to our business relationship.

Message frequency may vary. Message and data rates may apply depending on your mobile carrier and plan.

You may opt out of receiving text messages at any time by replying **STOP** to a message. You may reply **HELP** for assistance or contact Brightscape Outdoor directly.

Consent to receive text messages is not a condition of purchasing our services.

Mobile information, including phone numbers and SMS consent or opt-in data, will not be sold, rented, shared, or disclosed to third parties or affiliates for their marketing or promotional purposes. SMS opt-in consent and phone numbers collected for SMS communication will not be shared with any third party or affiliate for marketing purposes.

We may use service providers that help us deliver and manage communications, such as customer relationship management, scheduling, telecommunications, and business management platforms. Information is provided to these service providers only as reasonably necessary for them to perform services on our behalf and is not provided for their independent marketing purposes.

How We Share Information

Brightscape Outdoor does not sell or rent your personal information.

We may share information with trusted service providers when necessary to operate our business and provide services to you. These providers may include payment processors, scheduling and customer management platforms, website providers, accounting services, and communications providers.

We may also disclose information when required by law, regulation, court order, or other legal process, or when reasonably necessary to protect the rights, property, or safety of Brightscape Outdoor, our customers, or others.

Third-Party Service Providers

Brightscape Outdoor may use third-party platforms, including Jobber, to manage customer information, estimates, scheduling, invoicing, payments, and communications.

These providers may process information on our behalf according to their own privacy and security practices. We encourage customers to review the privacy policies of third-party services when appropriate.

Data Security

We take reasonable administrative, technical, and organizational measures to protect personal information from unauthorized access, loss, misuse, alteration, or disclosure.

However, no website, electronic communication, or data storage system can be guaranteed to be completely secure.

Data Retention

We retain personal information for as long as reasonably necessary to provide our services, maintain business and financial records, fulfill legal obligations, resolve disputes, and enforce agreements.

Your Choices

You may contact Brightscape Outdoor to request that we update or correct personal information we maintain about you.

You may unsubscribe from marketing emails by using the unsubscribe option provided in the communication, when applicable. You may opt out of SMS communications by replying **STOP**.

Certain transactional or service-related communications may still be necessary to fulfill an active service request or business relationship.

Children's Privacy

Our website and services are intended for customers seeking landscaping and outdoor services and are not directed toward children under the age of 13. We do not knowingly collect personal information from children under 13.

Changes to This Privacy Policy

Brightscape Outdoor may update this Privacy Policy periodically to reflect changes to our business practices, technology, services, or legal requirements.

When changes are made, the updated policy will be posted on our website with a revised effective date.

Contact Us

If you have questions about this Privacy Policy or how Brightscape Outdoor handles your information, please contact us through the contact information provided on our website.

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