

# Privacy Policy

Ioannone Services LLC\*\*

This Privacy Policy explains how **Ioannone Services LLC** (“the Company,” “we,” or “us”) collects, uses, stores, and protects customer information. By using our services, the customer (“you”) agrees to the practices described below.

## 1. Information We Collect

We collect only the information necessary to provide landscaping, lawn care, and snow services, including:

- Name, address, phone number, and email
- Service location details
- Billing and payment information
- Photos or videos of the property (for estimates, documentation, or promotional use—see Section 5)
- Communication records (texts, emails, service notes)

We do **not** sell or share your information with third parties for marketing purposes.

## 2. How We Use Your Information

Your information is used to:

- Provide and manage lawn care, landscaping, and snow services
- Communicate scheduling, service updates, and billing
- Maintain accurate service records
- Improve service quality and customer experience
- Protect the Company from fraud, disputes, or misuse of services

## 3. How Your Information Is Stored

- Customer information is stored securely in encrypted digital systems.
- Only authorized personnel of Ioannone Services LLC have access to customer data.
- Records are retained only as long as necessary for business, legal, or tax purposes.

## 4. Sharing of Information

We may share information **only when necessary**, such as:

- With payment processors to complete transactions
- With insurance providers in the event of a claim
- With legal authorities if required by law

We do **not** share customer information with outside marketers or unrelated third parties.

## **5. Photos, Videos, and Property Documentation**

Ioannone Services LLC may take photos or videos of your property for:

- Estimates and service planning
- Documentation of work performed
- Proof of completion
- Damage reporting
- **Promotional or advertising purposes**, including social media, website content, and marketing materials

No identifying personal information (faces, license plates, house numbers, etc.) will be intentionally included in promotional content. If such information appears unintentionally, it will be blurred or removed before use.

Customers may request removal of promotional content featuring their property at any time.

## **6. Customer Rights**

You may request:

- A copy of the information we have on file
- Corrections to inaccurate information
- Deletion of your information (unless required for legal or billing records)
- Removal of promotional media featuring your property

Requests can be made by contacting the Company directly.

## **7. Data Protection**

Ioannone Services LLC uses reasonable administrative, technical, and physical safeguards to protect your information from unauthorized access, loss, or misuse.

## **Non-Disclosure Agreement (NDA)**

### **Ioannone Services LLC**

This NDA applies automatically to all customers and all services provided by Ioannone Services LLC.

#### **1. Confidential Information**

The Company agrees to keep all customer information confidential, including:

- Personal contact information
- Property details
- Security information (gates, access codes, schedules)
- Photos, videos, or documentation not used for promotional purposes
- Any private conversations or service-related discussions

#### **2. Company Confidentiality**

The customer agrees not to disclose:

- Company pricing structures
- Internal processes or service methods
- Employee or contractor information
- Proprietary business information shared during service

#### **3. Use of Confidential Information**

Both parties agree that confidential information will be used **only** for the purpose of providing or receiving services. It may not be shared, sold, or disclosed to any third party without written consent.

#### **4. Exceptions**

Confidential information may be disclosed only if:

- Required by law or court order
- Necessary to protect the Company from fraud or liability

- The information becomes publicly available through no fault of either party
- Media is used for promotional purposes as described in Section 5 of the Privacy Policy

## **5. Duration of NDA**

Confidentiality obligations remain in effect:

- During the entire service relationship
- **And for five (5) years after services end**

## **6. Violations**

Any breach of this NDA may result in:

- Legal action
- Financial damages
- Termination of services

## **Acceptance**

By hiring **Ioannone Services LLC**, the customer acknowledges and agrees to this Privacy Policy and Non-Disclosure Agreement.