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This privacy policy reflects alpaca-crew's proprietary approach to data handling, automation, and AI-powered service logic. Copying, redistributing, or repurposing this policy—whether in part or in full—is not allowed without express written consent.



alpaca-crew | Privacy Policy

1. Information We Collect

When you use our services or visit our website, we may collect the following types of information:

- **Personal Information** – Includes your name, phone number, email address, payment details, and home or business address.
 - **Service Preferences** – Information about the type of cleaning services you need, special requests, and service frequency.
 - **Website Data** – We track how you interact with our website, such as pages visited and links clicked, to improve user experience.
 - **Payment and Transaction Information** – Details related to invoices, receipts, and payment processing for our services.
 - **Customer Support Interactions** – Any communications with our team, including service inquiries, complaints, or feedback, to enhance customer support.
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2. How We Use Your Information

We use the information collected to:

- **Provide Our Services** – Process bookings, complete cleaning services, and handle payments.
 - **Improve Our Services** – Understand client preferences and enhance our offerings.
 - **Communicate With You** – Send appointment reminders, service updates, and promotions (only if you opt-in).
 - **Enhance Website Experience** – Analyze website interactions to improve navigation and functionality.
 - **Fraud Prevention and Security** – Detect and prevent fraudulent transactions and unauthorized access to your account.
 - **Compliance with Legal Obligations** – Ensure we meet any legal, regulatory, or contractual requirements.
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3. Your Consent to Use Our Website

By using our website or booking a service, you consent to the collection and use of your data as described in this policy. If you have concerns, please contact us before continuing to use our services or website.

4. Sharing Your Information

We do not sell or rent your personal information. However, we may share your data with:

- **Trusted Service Providers** – Third-party companies assisting us in providing cleaning services, all of whom must maintain confidentiality.
 - **Payment Processors** – Secure third-party payment platforms that handle transactions on our behalf.
 - **Legal Requirements** – We may disclose your information if required by law, such as in response to a legal request or regulatory obligation.
 - **Business Transfers** – In the event of a merger, acquisition, or sale of assets, your data may be transferred as part of the business transition.
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5. How We Keep Your Information Safe

We use encryption, secure servers, and other safety measures to protect your data from unauthorized access or breaches. While we strive for maximum security, no system is completely foolproof.

6. Your Privacy Choices

You have control over how your data is used:

- **Access** – Request a copy of the personal information we hold about you.
- **Update** – Correct any inaccurate or incomplete information.
- **Delete** – Request the removal of your data, except where retention is required for legal purposes.
- **Opt-Out of Marketing** – Unsubscribe from promotional emails or messages at any time.
- **Restrict Processing** – Request limited use of your data in specific circumstances, such as during an ongoing dispute.

For any privacy-related requests, please contact us.

7. AI-Powered Assessments & Data Processing

alpaca-crew integrates AI technology into its service model to support smarter property care. These tools generate insight-driven recommendations based on visible conditions—not sensitive personal information or invasive methods. The following outlines how AI works, how your data is protected, and what limitations apply.

7.1 How AI Processes Data

AI-powered assessments analyze observable property conditions, such as:

- Surface cleanliness
- Material wear
- Maintenance patterns

Insights are generated using historical data, service frequency, and real-time notes. AI does not include deep structural analysis, surveillance footage, or personal client data (e.g., identity or financial records).

7.2 Data Privacy & Security in AI Reports

All AI-generated reports are:

- Stored securely within alpaca-crew's service platform
- Accessible only to authorized team members and the client
- Protected using encryption and industry-standard security protocols

We do not sell, transfer, or disclose AI data to third parties, except in the following cases:

- If disclosure is legally required
- If the client requests a referral and explicitly consents to sharing insights

AI-generated reports are intended to assist with personalized care and service planning. They are not formal inspections, appraisals, or certifications. All report content and logic are proprietary to alpaca-crew and may not be copied, redistributed, or reused without written consent.

7.3 Client Control Over AI-Generated Insights

Clients may opt out of AI-powered assessments and predictive tracking at any time. AI recommendations are:

- Informational only
- Never binding or automatically implemented
- Subject to your approval before any changes are made to service plans

Clients are encouraged to consult licensed professionals if AI reports flag concerns requiring formal evaluation.

7.4 Accuracy Limitations & Client Acknowledgment

While AI enhances visibility, it is not infallible. Limitations include:

- Inability to detect hidden damage, structural defects, or environmental hazards
- No certification or guarantee of findings
- Risk of occasional misinterpretations or omissions

By using AI services, clients acknowledge that these tools are advisory only and do not replace licensed inspections or formal evaluations. alpaca-crew is not liable for reliance on AI-generated content without third-party verification.

7.5 AI System Updates & Evolving Data Models

alpaca-crew's AI systems are continuously refined to improve insight accuracy and service performance. These updates may impact how assessments are generated, how data is interpreted, or what insights are included in client reports.

- All updates related to AI systems will be posted in this Privacy Policy to ensure transparency and consistency.
- By continuing to use alpaca-crew's AI-powered services, clients agree to the most recent terms and practices reflected in this policy.

Clients are encouraged to check this section periodically to stay informed about changes in AI capabilities and data handling procedures.

8. Cookies and Tracking

We use cookies (small text files stored on your device) to:

- Remember your preferences and past visits
- Improve website functionality and user experience
- Track website analytics to enhance service offerings

You can disable cookies in your browser settings, but doing so may limit some website features.

9. How Long We Keep Your Information

We retain your personal information only as long as necessary to provide services and comply with legal obligations. Once no longer needed, we securely delete or anonymize the data.

10. Children's Privacy

Our services are not intended for children under 13, and we do not knowingly collect personal information from them. If we become aware of such collection, we will delete the data promptly.

11. Links to Third-Party Websites

Our website may contain links to third-party sites (e.g., mobile carwash vendors). We are not responsible for how these sites collect or use your information. Please review their privacy policies before engaging with them.

12. Commercial Clients

For business clients, we may collect additional information such as:

- Company name, office address, and cleaning needs
 - Custom service agreements, which are stored securely and used only to fulfill cleaning services
 - Service logs and history to maintain quality and compliance with business contracts
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13. Employee and Subcontractor Privacy

- All employees and subcontractors are required to follow strict data protection protocols
- Personal information of employees and contractors, including tax documents and payment details, is kept confidential and used only for administrative and payroll purposes
- Background checks may be conducted to ensure the safety and trustworthiness of our cleaning professionals

14. Surveillance and Security Measures

- Some commercial and residential clients may have security cameras or surveillance systems on their property. We respect privacy rights and do not use or store any footage collected from client properties
- Employees and contractors are informed when security cameras are present, and clients are encouraged to notify us if any additional privacy measures are required

15. Text Messaging & Data Use

alpaca-crew uses SMS messaging strictly to support service delivery, such as appointment reminders and updates.

- Consent: By submitting a form, you agree to receive text messages from alpaca-crew.
- Privacy: We do not share SMS opt-in data or consent with third parties for marketing or promotional purposes.
- Message Terms: Message frequency may vary. Standard message and data rates may apply. You may reply “STOP” to unsubscribe or “HELP” for support.

16. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, services, or legal requirements. Any modifications will take effect immediately upon posting to our website. We encourage you to review this policy periodically to stay informed about how we protect your data.
