



Max Movers LLC - Privacy Policy

How Max Movers LLC collects, uses, shares, stores, and protects personal information in connection with quotes, scheduling, and moving services.

1. What this policy covers

This Privacy Policy explains how Max Movers LLC collects, uses, shares, stores, and protects personal information obtained through its website, quote forms, email, text, phone calls, and service interactions. Max Movers LLC is a moving-services provider; it does not operate as a storage warehouse for customers' belongings unless a separate written storage arrangement is executed.

2. Information we collect

We may collect names, phone numbers, email addresses, service addresses, move dates, inventory details, photographs or videos voluntarily submitted for quoting, building-access information, and communications records. We may also collect technical website information such as IP address, browser type, referring page, and basic analytics data through cookies or similar tools.

We collect only the categories of information reasonably necessary to prepare estimates, communicate with customers, schedule and perform services, document conditions, process payments, support claims handling, and improve operations.

3. How we use information

We use information to prepare quotes, book services, dispatch crews, communicate about scheduling, send invoices and receipts, document pre-existing conditions, evaluate service risks, comply with legal obligations, prevent fraud, and defend or resolve disputes. We may also use contact information to follow up on estimates, requests for service, service changes, and customer support matters.

We do not sell customers' personal information for third-party advertising. We do not claim custody of customers' belongings beyond the contracted service window except where a separate written arrangement says otherwise.

4. When we share information

We may share information with service providers that support payment processing, website hosting, CRM, communications, analytics, insurance, legal counsel, collections, regulators, and dispute-resolution providers, but only as reasonably necessary for business operations or legal compliance.

We may also disclose information when required by law, subpoena, court order, insurer request, or to protect the rights, property, safety, or lawful interests of Max Movers LLC, its staff, customers, or the public.

5. Photos, videos, and operational documentation

Customers may provide photos or videos to assist with estimating. During service, Max Movers LLC may create its own photos or videos of property conditions, item conditions, truck loading, access issues, safety hazards, and delivery conditions for quality control, training, billing support, safety documentation, and claims defense.

6. Data retention and security

We retain information for as long as reasonably necessary for quoting, performance of services, billing, tax records, regulatory compliance, insurance reporting, claims handling, dispute defense, and internal business records. Retention periods may vary based on the nature of the record and legal requirements.

We use reasonable administrative, technical, and organizational safeguards designed to protect information against unauthorized access, misuse, alteration, and disclosure. No method of transmission or storage is perfectly secure, so absolute security cannot be guaranteed.

7. Customer choices

Customers may request access to certain personal information, corrections to inaccurate information, or deletion of information where deletion is appropriate and not restricted by legal, operational, contractual, insurance, tax, or dispute-retention requirements.

Customers may opt out of non-essential marketing communications. Operational, transactional, legal, billing, and service-related communications may still be sent as needed.

8. Website technologies

The website may use cookies, session technologies, analytics tools, and embedded third-party services to understand traffic patterns, improve user experience, and support site performance. Users can manage browser cookie settings, though some site functionality may be affected.

9. Contact

Questions or privacy requests may be directed to Max Movers LLC through the contact information listed on the website.

This document set is designed to materially strengthen Max Movers LLC's contractual posture and operational protections, but no private contract can guarantee immunity from lawsuits or override non-waivable consumer-protection law. For highest assurance before public deployment, have Florida counsel review these final forms in light of your exact insurance, licensing status, interstate scope, and claims program.