

Privacy Policy

R5 Guest Prep

Effective Date: October 30, 2024

R5 Guest Prep ("We," "Us," or "Our") is committed to protecting the privacy of our clients, employees, and website visitors. This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal information in connection with our cleaning services.

1. Information We Collect

We collect information necessary to provide cleaning services, process bookings, and communicate effectively, including:

- **Personal Identification Information:** Name, contact details (such as email address, phone number, and address) to confirm appointments, manage bookings, and provide service-related updates.
- **Payment Information:** Credit or debit card details for processing payments.
- **Service Information:** Details regarding the property location, cleaning requirements, special requests, and access instructions.
- **Usage Data:** Information collected from our website, including IP address, browsing data, and communication preferences.

2. How We Use Your Information

We use the information collected for the following purposes:

- **Service Provision:** To schedule, confirm, and provide cleaning services in accordance with your booking.
- **Payment Processing:** To process payments and send receipts.
- **Customer Communication:** To send service updates, respond to inquiries, confirm appointments, and notify you of changes or reminders.
- **Legal Compliance:** To comply with legal and regulatory obligations, including tax and accounting requirements.
- **Marketing and Updates:** With your consent, we may send occasional promotional materials or newsletters. You may opt out of marketing communications at any time.

3. How We Share Your Information

We may share your information with third parties under specific conditions, including:

- **Service Providers:** Trusted vendors, such as payment processors and IT service providers, who assist in delivering our cleaning services.

- **Legal Compliance:** If required by law or in response to legal processes, we may disclose information to government authorities, regulatory bodies, or other third parties as required.
- **Business Transfers:** If R5 Guest Prep undergoes a merger, acquisition, or sale, your information may be transferred as part of the business transaction.

We do not sell or rent your personal information to third parties.

4. Data Security

We implement industry-standard security measures to protect your information from unauthorized access, alteration, disclosure, or destruction. While we strive to use commercially acceptable means to protect your personal information, please be aware that no security measure is entirely infallible.

5. Retention of Information

We retain your personal information only for as long as is necessary to fulfill the purposes outlined in this Privacy Policy, comply with legal obligations, resolve disputes, and enforce agreements. When information is no longer required, we securely delete or anonymize it.

6. Your Rights and Choices

You have certain rights regarding your personal information:

- **Access and Correction:** You may request access to, or correction of, the personal information we hold about you.
- **Deletion:** You may request the deletion of your personal information, subject to our legal obligations.
- **Opt-Out of Communications:** You may unsubscribe from marketing emails or opt out of SMS notifications at any time.

To exercise any of these rights, please contact us at info@r5guestprep.com.

7. Cookies and Tracking Technologies

Our website may use cookies and similar tracking technologies to improve user experience, analyze site usage, and personalize content. You can control cookies through your browser settings, but disabling them may limit functionality on our site.

8. Third-Party Links

Our website may contain links to third-party sites. R5 Guest Prep is not responsible for the privacy practices or content of these external sites. We encourage you to review the privacy policies of any third-party sites you visit.

9. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices, technology, legal requirements, or other factors. When we make changes, we will revise the effective date at the top of this page. We encourage you to review this policy periodically to stay informed.

10. Contact Us

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

R5 Guest Prep

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866-753-7133

info@r5guestprep.com