

## **PRIVACY POLICY:**

Lupita Cleaning Solutions LLC Residential Cleaning Services  
Greater Phoenix Area, Arizona

*This policy applies to all clients of Lupita Cleaning Solutions LLC, a licensed and bonded residential cleaning service operating in the Greater Phoenix metropolitan area.*

### **1. INFORMATION WE COLLECT**

*We collect only the information necessary to provide safe, reliable cleaning services to your home.*

Personal & Contact Information

- Full name, home address, and service address
- Phone number and email address
- Preferred contact method and scheduling preferences

Billing Information

- Payment method details (credit/debit card or check)
- Billing address if different from service address
- Transaction history for services rendered

Home Access Information

- Entry codes, gate codes, or key pickup instructions
- Alarm system instructions
- Pet information and household access restrictions

Service Preferences

- Cleaning frequency and special instructions
- Areas of focus or areas to avoid
- Product preferences or sensitivities

### **2. HOW WE USE YOUR INFORMATION**

*Your information is used solely to deliver and improve our cleaning services. Specifically, we use your data to:*

- Schedule and confirm service appointments
- Safely access your home as authorized
- Process payments and maintain billing records
- Communicate service updates, changes, or promotions
- Respond to questions, concerns, or service issues
- Comply with Arizona state licensing and bonding requirements

### **3. HOW WE PROTECT YOUR INFORMATION**

*We take the security of your personal information seriously. We employ the following safeguards:*

- Access codes and home entry information are stored securely and shared only with staff assigned to your account
- Digital records are protected with password access controls
- Physical records (keys, written instructions) are stored in locked facilities
- Staff are required to sign confidentiality agreements as a condition of employment

- We carry general liability insurance and are fully bonded, providing additional protection in the event of loss or damage

#### **4. INFORMATION SHARING**

*We do not sell, rent, or trade your personal information to any third party. We may share your information only in the following limited circumstances:*

- With cleaning staff directly assigned to your home, on a need-to-know basis
- With payment processors as required to complete transactions
- With our insurance carrier or bonding company if a claim is filed
- As required by Arizona law, court order, or government authority

#### **5. HOME ACCESS & SECURITY**

*We understand that granting access to your home requires a high level of trust. We take the following precautions:*

- All staff are background-checked prior to employment
- Access codes and keys are logged and secured when not in use
- Only staff scheduled for your service will use your access credentials
- Clients will be notified promptly if a key is lost or access credentials are compromised
- Clients may update or revoke access information at any time by contacting us directly

#### **6. YOUR RIGHTS**

*As a client, you have the right to:*

- Request a copy of the personal information we hold about you
- Correct any inaccurate or outdated information
- Request deletion of your information upon termination of services
- Opt out of marketing communications at any time

To exercise any of these rights, contact us using the information provided at the end of this page.

#### **7. RETENTION OF INFORMATION**

We retain client records for a minimum of three (3) years following the end of the service relationship, as required for tax, insurance, and licensing compliance under Arizona law. Home access credentials are destroyed or returned promptly upon service termination.

#### **8. CHANGES TO THIS POLICY**

We may update this Privacy Policy from time to time. Clients will be notified of material changes via email or written notice at least 14 days prior to the effective date of any revision. Continued use of our services after notification constitutes acceptance of the updated policy.

#### **9. CONTACT US**

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