

Privacy Policy for Big Sweep Cleaning

Effective Date: 8/1/2025

Big Sweep Cleaning (“we,” “us,” or “our”) values your privacy. This Privacy Policy explains how we collect, use, and protect your information, including personal data and messaging activity, in compliance with applicable privacy laws and messaging regulations.

1.

Information We Collect

We may collect the following types of information:

Personal Information: Name, address, phone number, email address, and other information you voluntarily provide when communicating with us or requesting services.

Service Details: Information about the cleaning services you schedule or receive.

Messaging Information: When you opt in to receive SMS/MMS communications, we may collect metadata such as message content, delivery times, and your responses.

2.

How We Use Your Information

Your information is used solely to:

Schedule and provide housekeeping services

Confirm, remind, or update you about appointments

Respond to questions, rescheduling requests, or service concerns

Send service-related and occasional promotional messages (if you have opted in)

Comply with legal obligations or internal business operations

3.

SMS/MMS (Text Messaging) Compliance

By providing your mobile number and opting in, you consent to receive text messages from Northwest Housekeeping, which may include:

Appointment reminders

Service confirmations and updates

Important business communications

Optional promotional content (with your prior express consent)

Message frequency may vary. Standard message and data rates may apply.

You may opt out of text messages at any time by replying “STOP” to any message. To receive help or support, reply “HELP” or contact us directly.

We do not use your mobile number for any purpose beyond direct business communication between you and Northwest Housekeeping.

4.

Data Security

We take reasonable and appropriate precautions to protect the information you provide from unauthorized access, use, or disclosure. However, no method of transmission over the internet or mobile networks is completely secure.

5.

Your Rights

You have the right to:

Review or update your personal information

Withdraw consent for SMS messages at any time

Request that we delete your information, unless required to retain it for legal or operational reasons

6.

Children's Privacy

Our services are not intended for children under the age of 13. We do not knowingly collect or store personal information from minors.

7.

Changes to This Policy

We may update this Privacy Policy as needed. Updates will be posted on our website with a revised effective date.

8.

Contact Us

If you have questions about this Privacy Policy or need assistance, please contact:

Big Sweep Cleaning

401 N Scribner St

Grapevine, Tx, 76051

Email: **info@bigsweepcleaning.com**

Phone: **682-418-4400**

Text "HELP" to **682-418-4400** for support