Privacy Policy

Last Updated: October 2023

This Privacy Policy describes how **Relaxation Haven LLC** (doing business as **Sparkle Clean**) collects, uses, and discloses your personal information when you visit our website, request services, book appointments, or otherwise interact with us. We are committed to protecting your privacy and handling your personal information in a safe and responsible manner.

By using our services or website, you agree to the collection and use of information in accordance with this Privacy Policy.

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2. Information We Collect

We collect information you provide directly to us, including:

a. Personal Information You Provide

- Name
- Email address
- Phone number
- Home address or service location
- Payment information (processed securely by third-party providers)
- Special cleaning instructions or preferences

b. Automatically Collected Information

When you visit our website, we may automatically collect:

- IP address
- Browser type and device information
- Pages visited and time spent on our site
- Cookies and similar tracking technologies

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3. How We Use Your Information

We use your information to:

- Send service-related text messages (A2P messaging).
- Schedule and provide cleaning services
- Process payments and send invoices or receipts
- Communicate appointment confirmations, updates, or service-related messages
- Improve our website, services, and customer experience
- Comply with legal and regulatory obligations

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4. SMS Privacy (Carrier Compliance)

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

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5. Sharing Your Information

We do **not sell or rent** your personal information.
We may share your information only with:

- Trusted service providers (e.g., payment processors, scheduling platforms)
- Employees or contractors who need information to perform services
- Legal authorities if required by law or to protect our rights

All third-party providers are required to protect your information and use it only for authorized purposes.

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6. Payment Information

Payment information is processed securely through third-party payment processors. Sparkle Clean does not store or have direct access to your full payment details.

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7. Cookies and Tracking Technologies

We may use cookies and similar technologies to:

- Improve website functionality
- Analyze website traffic and usage trends
- Enhance user experience

You may disable cookies through your browser settings, though some website features may not function properly.

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8. Data Security

We take reasonable administrative, technical, and physical measures to protect your personal information. While no system is 100% secure, we strive to use commercially acceptable means to safeguard your data.

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9. Your Rights

You may opt-out of receiving text messages at any time by replying "STOP" to any message you receive from us.

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10. Children's Privacy

Our services are not directed to individuals under the age of 13, and we do not knowingly collect personal information from children.

Terms of Service

1. Services

Sparkle Clean (a division of Relaxation Haven LLC) provides residential and commercial cleaning services. By requesting a quote, you agree to provide accurate information.

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2. SMS Consent

Sparkle Clean (a division of Relaxation Haven LLC) provides residential and commercial cleaning services. By requesting a quote, you agree to provide accurate information.

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1. Services

By providing your phone number on our website forms, you explicitly consent to receive automated text messages from Sparkle Clean regarding service updates, scheduling, and estimates.

- Consent is not a condition of any purchase.
- Message frequency varies.
- Message and data rates may apply.
- You can unsubscribe at any time by texting **STOP**. For help, text **HELP**.

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3. Limitation of Liability

Relaxation Haven LLC is not liable for delays in message delivery caused by carrier issues or technical failures.

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4. Changes to This Privacy Policy & Terms of Services

We may update this Privacy Policy & Terms of Services from time to time. Any changes will be posted on this page with an updated effective date.

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12. Contact Us

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

Sparkle Clean
Relaxation Haven LLC
📧 *Email:* ***contact@relaxationhavenllc.com***
📞 *Phone:* ***240-334-7618***