

PRIVACY POLICY

Last updated March 23, 2026

This Privacy Notice for J&H Parham, LLC (doing business as Hometown Cleaning) ("we," "us," or "our"), describes how and why we might access, collect, store, use, and/or share ("process") your personal information when you use our services ("services"), including when you:

- Visit our website at <http://www.yourhometowncleaning.com> or any website of ours that links to this Privacy Notice
- Download and use our mobile application (ScheduleDrop/twilio), or any other application of ours that links to this Privacy Notice
- Engage with us in other related ways, including any marketing or events questions or concerns.

1. WHAT INFORMATION DO WE COLLECT?

Personal Information Provided by You. The personal information that we collect depends on the context of your interactions with us, the choices you make, and the products and features you use. The personal information we collect may include the following:

- names
- phone numbers
- email addresses
- mailing addresses
- billing addresses
- debit/credit card numbers
- contact preferences

Payment Data. We may collect data necessary to process your payment if you choose to make purchases, such as your payment instrument number, and the details thereof (such as security code, located on card). All payment data is handled and stored by Scheduledrop. You may find their privacy notice links) here:

<https://scheduledrop.com/privacy-policy>.

Application Data. If you use our application(s), we also may collect the following information if you choose to provide us with access or permission:

- **Push Notifications.** We may request to send you push notifications regarding your account or certain features of the applications). If you wish to opt out from receiving these types of communications, you may opt out by reply “STOP” and you will automatically be removed from receiving push notifications.

2. HOW DO WE PROCESS YOUR INFORMATION?

We process your personal information for a variety of reasons, depending on how you interact with our Services, including:

- **To facilitate account creation and authentication and otherwise manage user accounts.** We may process your information so you can create and log in to your account, as well as keep your account in working order.
- **To deliver and facilitate delivery of services to the user.** We may process your information to provide you with the requested service.
- **To respond to user inquiries/offer support to users.** We may process your information to respond to your inquiries and solve any potential issues you might have with the requested service.
- **To request feedback.** We may process your information when necessary to request feedback and to contact you about your use of our Services.
- **To send you marketing and promotional communications.** We may process the personal information you send to us for our marketing purposes, if this is in accordance with your marketing preferences. You can opt out of our marketing emails at any time.
- **To deliver targeted advertising to you.** We may process your information to develop and display personalized content and advertising tailored to your interests, location, and more.
- **To evaluate and improve our Services, products, marketing, and your experience.** We may process your information when we believe it is necessary to identify usage trends, determine the effectiveness of our promotional campaigns, and to evaluate and improve our Services, products, marketing, and your experience.

3. WHEN AND WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?

We may need to share your personal information in the following situations:

- **Business Transfers.** We may share or transfer your information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.
- **Affiliates.** We may share your information with our affiliates, in which case we will require those affiliates to honor this Privacy Notice. Affiliates include our parent company and any subsidiaries, joint venture partners, or other companies that we control or that are under common control with us.
- **Business Partners.** We may share your information with our business partners to offer you certain products, services, or promotions.

4. HOW LONG DO WE KEEP YOUR INFORMATION?

We will only keep your personal information for as long as it is necessary for the purposes set out in this Privacy Notice, unless a longer retention period is required or permitted by law (such as tax, accounting, or other legal requirements). No purpose in this notice will require us to keep your personal information for longer than the period of time in which users have an account with us.

When we have no ongoing legitimate business need to process your personal information, **we will either delete or anonymize such information**, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

5. HOW DO WE KEEP YOUR INFORMATION SAFE?

We have implemented appropriate and reasonable technical and organizational security measures designed to protect the security of any personal information we process. However, despite our safeguards and efforts to secure your information, no electronic transmission over the internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information. Although we will do our best to protect your personal information, transmission of personal information to and from our services is at your own risk. You should only access the services within a secure environment.

Categories of Personal Information We Collect

The table below shows the categories of personal information we have collected in the past twelve (12) months. The table includes illustrative examples of each category and does not reflect the personal information we collect from you. For a comprehensive inventory of all personal information we process,

Category	Examples	Collected?
M. Identifiers	Contact details, such as real name, alias, postal address, telephone or mobile contact number, unique personal identifier, online identifier, Internet Protocol address, email address, and account name	YES
N. Personal information as defined in the California Customer Records statute	Name, contact information, education, employment, employment history, and financial information	YES
O. Protected classification characteristics under state or federal law	Gender, age, date of birth, race and ethnicity, national origin, marital status, and other demographic data	NO
P. Commercial information	Transaction information, purchase history, financial details, and payment information	NO
Q. Biometric information	Fingerprints and voiceprints	NO
R. Internet or other similar network activity	Browsing history, search history, online behavior, interest data, and interactions with our and other websites, applications, systems, and advertisements	NO
S. Geolocation data	Device location	NO
T. Audio, electronic, sensory, or similar information	Images and audio, video or call recordings created in connection with our business activities	NO
U. Professional or employment-related information	Business contact details in order to provide you our Services at a business level or job title, work history, and professional qualifications if you apply for a job with us	NO
V. Education Information	Student records and directory information	NO
W. Inferences drawn from collected personal information	Inferences drawn from any of the collected personal information listed above to create a profile or summary about, for example, an individual's preferences and characteristics	NO

X. Sensitive personal Information	Social Security, ID,Passport,Birth certificate, etc.	NO
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We will not disclose, sell, or share any personal information to third parties for a business or commercial purpose in the preceding twelve (12) months. We will not sell or share personal information in the future belonging to website visitors, users, and other consumers.

6. HOW CAN YOU REVIEW, UPDATE, OR DELETE THE DATA WE COLLECT FROM YOU?

You have the right to request access to the personal information we collect from you, details about how we have processed it, correct inaccuracies, or delete your personal information. You may also have the right to withdraw your consent to our processing of your personal information. These rights may be limited in some circumstances by applicable law. To request to review, update, or delete your personal information, or If you do not agree with our policies and practices, please contact us.

You may email us at office@yourhometowncleaing.com, or give us a call at +1(706)-765-8030, our office hours are 8:00am- 4:00pm ,Monday through Friday. You can also contact us by post at:

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