

# High Maintenance Home & LawnCare Services

## Privacy Policy

### Introduction

#### **Purpose**

At High Maintenance (<https://www.highmaintenanceservice.com/>), we value your privacy. To put that into practice, we take reasonable steps toward protecting your privacy and managing your information.

This Privacy Policy describes the information we collect, where it comes from, how it's used, and how it is stored.

This Privacy Policy also includes information to help you understand how the choices you have can change the collection and usage of certain information and how you can contact us with questions or concerns.

By using this Website, contacting us, or providing any personal information, you signify your consent to this Privacy Policy, agree to comply with its terms, and consent to our collection and usage of your personal information as described in this Privacy Policy, in all cases subject to applicable law.

#### **Scope**

This Privacy Policy at <https://www.highmaintenanceservice.com/> applies only to our website at <https://www.highmaintenanceservice.com/> (the "Website") and to visitors and users of our Website. It does not apply to any information we collect through channels, online or offline, other than this Website, such as phone, email, or mail operations concerning our operations, products, or services, as well as non-Website marketing contacts with you.

For your convenience, this Website may contain links to other websites. This Privacy Policy does not apply to any third-party website or service, and you should review the privacy policies of those sites before using them because other websites may not treat information collected online in the same manner as we do. Those privacy policies may include information about how to view, edit, download, or remove information or how to opt-out of certain practices. We are not responsible for the privacy practices, advertising, products, or content of those websites.

#### **Updates and Changes**

If we decide to change our Privacy Policy, we will post those changes on this page at <https://www.highmaintenanceservice.com/>.

If you are concerned about how your personal information is used, please visit our Website often for this and other important announcements and updates.

#### **Problems/Questions**

If you have questions or concerns about our Privacy Policy, you may contact us at [hmmhomeandlawn@care@gmail.com](mailto:hmmhomeandlawn@care@gmail.com).

## **What Information We Collect**

This section includes a general description of the type of information we may collect about you. Those who wish to communicate with us but do not wish to provide personally identifiable information through the Website may contact us through the address or phone numbers provided on our Website, or through our online chat function.

### **Information you provide to us**

We do not seek to or intentionally collect any information that you provide directly to us through this Website.

### **Information we collect about you**

Even if you do not submit personal information through the Website, we gather navigational information about where visitors go on the Website and information about the technical efficiencies of our Website and services (such as time to connect to the Website or time to download pages). This information allows us to see which areas of our Website are most visited and helps us better understand the user experience. This data helps us improve the quality of the Website by recognizing and delivering more of the features, areas, and services our visitors prefer.

In this process of gathering information, we may collect personally identifiable and non-personally identifiable information (such as domain type, browser type and version, service provider and IP address, referring/exit pages, operating system, date/time stamp, and click-stream data). We collect this information to perform any contract you may have with us, and in service of our legitimate business interests.

We may also create and use electronic records to compile statistics about how our visitors collectively interact with our Website by collecting, aggregating, and using information from or about you such as data about the type of browser and operating system used, which web pages you view, the time and duration of your visits to our Website, the search queries you use on this Website, whether you clicked on any items or links on the Website, whether you have clicked on any links in any emails sent from us or third parties on our behalf, whether you have chosen to opt-out of certain services or information sharing, and whether you have viewed or ordered certain products or services, to improve our products and services. We collect this information to perform any contract you may have with us and in service of our legitimate business interests.

We may obtain information about you from outside sources. For example, we may obtain commercially available information about you from third parties, such as credit information to prevent fraud, or purchase email lists from third parties for advertising and marketing purposes. We collect this information to perform any contract you may have with us and in service of our legitimate business interests.

If you access the Website using a device, we may collect the following device data:

- Device Type
- Operating System
- Unique device identifiers
- Device settings
- Geo-location data
- IP addresses
- Browser type
- Browser ID

- Clickstream data
- User workflow progress
- Other (text field)

We collect this information to perform any contract you may have with us and in service of our legitimate business interests.

We do not seek to or intentionally collect other information about you ourselves or from third parties.

## **How We Use Personal Information**

We collect personal information so that we can:

- Operate and improve our Website
- Operate our business
- Improve our goods and services
- Communicate with you
- Ensure compliance with law

## **Operate and Improve our Website**

Here are some examples of what we mean by operate and improve our Website:

- Keep the Website running
- Personalize your website experience
- Provide support and respond to questions from users and Website visitors
- Maintain security of information and data
- Address network functioning, engineering, and troubleshooting issues
- Prevent fraud
- Process payments
- Grant access to the Website
- Register user accounts
- Attribute content to the right person

## **Improve our Website**

- Improve, personalize, and expand our website
- Personalize experiences
- Understand and analyze how you use our website
- Learn about users' needs
- Track traffic patterns and Website usage
- Customize our recommendations and promotions to you

## **Operate our Business**

Here are some examples of what we mean by operate our business:

- Keep High Maintenance running
- Provide our offerings
- Comply with legal requirements

- Fulfill orders and deliveries
- Recruit team members
- Administer our business and keep proper records
- Engage in a sale of all or part of our business

## **Improve our goods and services**

Here are some examples of what we mean by improve our goods and services:

- Develop new products, services, or features
- Measure, support, and improve our offerings
- Analyze trends and conduct research about improving our products and services

## **Communicate with you**

Here are some examples of what we mean by communicating with you:

- Provide customer service
- Email you, mail you, or contact you in other ways you approve, such as phone or text

## **Ensure compliance with the law**

- Prevent fraud
- Investigate atypical usage
- Investigate claims and/or legal actions, violations of law or agreements, and compliance with relevant applicable laws and legal process
- Comply with law
- Prevent fraud and reduce credit risks
- Cooperate with police and other governmental authorities when subject to judicial or administrative process (such as a subpoena) or as provided by law
- Respond to civil or criminal investigations, claims, or lawsuits
- Respond as we believe is necessary or appropriate to prevent physical harm or financial loss
- Protect the rights, property or safety of visitors to the Website or the public
- Resolve disputes

## **How We Share Personal Information**

We do not share your personal information outside the Company except as required by law or as disclosed elsewhere in this Privacy Policy.

### **Sharing of Personal Information:**

We do not share, sell, or disclose your personal information or mobile opt-in data to third parties without your explicit consent, except where required by law. Your information is kept confidential and used solely for the purposes you have agreed to. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with third parties. Text messaging opt-in data is not being shared with third parties.

### **Opting Out of Text Messages:**

You have the right to opt out of receiving text messages from High Maintenance Home & LawnCare Services, LLC at any time. To opt-out, you can reply "STOP" to any text message you receive from us.

### **Consent and Opt-In:**

By providing your phone number and opting in to receive text messages, you consent to the collection and use of your personal information as described in this policy. We ensure that your consent is obtained explicitly and that you are informed about the types of messages you will receive.

### **Location of Personal Information**

We must, of course, store and process your data somewhere.

We store or process your data only in the United States.

### **How We Secure Information**

We believe in providing a safe and secure experience for all of our online visitors. To that end, we have implemented security measures to protect the information collected from you. We maintain reasonable physical and electronic safeguards designed to limit unauthorized access to your personally identifiable information and to protect you against the criminal misuse of that information.

While we use these security measures to protect your information, please remember that no data transmitted over the Internet or stored and used for business purposes can ever be completely secure. No security measures are perfect or impenetrable. We cannot guarantee:

- that your information will only be viewed by approved people
- that information you share will remain private
- that information you share will not become publicly available

You can reduce the chances of these things happening by using a strong password, by not re-using passwords, and by protecting your devices against viruses and other malware.

### **Business Transactions**

If we sell our assets or merge with another company, or if our company goes out of business, user information used by the business will be one of our assets that might be transferred to our successor. You consent to that successor's use of your information, subject to the terms of this Privacy Policy.

### **Access and Choice**

You have choices about the information we collect.

If you do not want to agree to the ways we've said that we might use your personal information, your first and best step is to not submit any of that personal information to us.

If you do not want to receive emails that we send, including those with information or promotions, you can unsubscribe to those emails by clicking the unsubscribe link, responding with "unsubscribe," or contacting the "help" email address below.

If you do not want to receive other marketing materials from us or if you do not want us to share your personal information with other entities as described in this Privacy Policy, please send us your name, address, and email address, together with a statement that you want to opt-out from information sharing or receiving materials (or both).

Please send your information and request to:

hmhomeandlawncare@gmail.com

### **Children's Personal Information**

This Website is not intended to be used by children under the age of 13. Children under the age of 13 may not use or submit any information to the Website, and their guardians should not permit them to do so. The Company does not seek to or intentionally collect any personal information from children under 13. If such a child or their guardian alerts us, we will take reasonable steps to delete any such information as quickly as is practical.

### **JURISDICTION-SPECIFIC PROVISIONS**

The provisions in the following sections reflect requirements of various legal jurisdictions that may apply to some users but not others. Because our users may access the Website from anywhere, we expend meaningful effort to comply with all of those laws to which we are subject. If you are not the intended subject of a particular section, then those terms will not apply to you or your usage of the Website.

#### **US State Privacy Rights**

If you are a resident of one of the US states below and the processing of personal information about you by the Website is subject to privacy laws that are specific to your state, you have certain rights with respect to that information, in all cases subject to state law. Some state privacy laws are relatively new, and so the correct interpretation of these laws is not yet settled in some cases. In those cases, we will make a good-faith effort to comply with the law.

**Updated:** April 2, 2025.