

Privacy Policy

Effective Date: 1/1/2026

Apex Hood Cleaning (“Company,” “we,” “us,” or “our”) respects your privacy and is committed to protecting it. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you interact with us, including through our website, services, and SMS/text messaging communications.

1. Information We Collect

We may collect the following types of information:

- **Personal Information:** Name, phone number, email address, business name, service address.
- **Communication Data:** SMS messages, call records, and email correspondence related to our services.
- **Service Information:** Details related to hood cleaning services requested, scheduled, or performed.

We only collect information that is reasonably necessary to operate our business and provide services.

2. How We Use Your Information

We use your information to:

- Provide, schedule, and manage hood cleaning services
- Communicate with you regarding appointments, quotes, invoices, and service updates
- Send SMS notifications, reminders, and customer service messages
- Comply with legal, regulatory, and safety requirements

We do **not** use your information for unrelated marketing or shady nonsense.

3. SMS/Text Messaging (10DLC Compliance)

If you opt in to receive text messages from Apex Hood Cleaning:

- Message frequency varies based on service activity
- Message and data rates may apply
- You may opt out at any time by replying **STOP**

- For help, reply **HELP** or contact us directly

We do not sell, rent, share, or disclose mobile numbers to third parties for marketing purposes. Period. This includes carriers, aggregators, and anyone else fishing for lists.

4. Sharing of Information

We may share your information only in the following limited situations:

- With service providers who assist in business operations (e.g., scheduling, invoicing, messaging platforms)
- To comply with legal obligations, court orders, or regulatory requirements
- To protect the rights, safety, and property of Apex Hood Cleaning, our customers, or others

All third parties are required to maintain confidentiality and use the information solely for authorized purposes.

5. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect your information. While no system is bulletproof, we take security seriously and do not leave the door unlocked.

6. Data Retention

We retain personal information only as long as necessary to provide services, meet legal requirements, and resolve disputes.

7. Your Rights and Choices

You have the right to:

- Request access to or correction of your personal information
- Withdraw consent for communications, including SMS
- Request deletion of your data, subject to legal and operational requirements

Requests can be made using the contact information below.

8. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be posted with a revised effective date. Continued use of our services constitutes acceptance of any changes.

9. Contact Information

If you have questions about this Privacy Policy or our data practices, contact us at:

Apex Hood Cleaning, Inc.

PO Box 11519

Olympia, WA 98508

(877) 866-3473

info@apexhoodcleaning.com