

Privacy Policy

LICENSED • INSURED • PROFESSIONAL - ameenamaid.com

Effective Date: June 21, 2026 | This Privacy Policy describes how Ameena Maid LLC (“we,” “us,” “our”) collects, uses, shares, and protects information in connection with our website and cleaning services. By using our website or booking a service with us, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We may collect the following categories of information:

Information You Provide Directly

- Your name and contact information (address, phone number, email)
- Service and booking details (home size, service type, schedule, special requests)
- Payment information
- Access information needed to perform service, such as lockbox, gate, or alarm codes
- Communications you send to us, including calls, texts, and emails
- Any other information you choose to provide

Information Collected Automatically When You Visit Our Website

- We automatically collect certain information, such as your IP address, browser and device type, pages visited, referring website, approximate location, and other usage data, typically through cookies and similar tracking technologies (see Section 4).

Service Documentation

- We collect before, during, and after photos of service areas. These photos support internal quality control, staff training, claims handling, and other operational documentation (see Section 6).

2. How We Collect Information

Directly from you through website forms, quote requests, scheduling a service, making payments, or communicating with us by phone, text, or email.

Automatically through cookies, analytics, and similar tracking technologies when you visit our website.

From third-party service providers that help us operate our website, booking tools, marketing, and analytics.

3. How We Use Your Information

We use the information we collect to:

- Schedule, confirm, and provide cleaning services
- Process payments and maintain billing records
- Communicate with you about appointments, confirmations, and changes

- Respond to inquiries and provide customer service
- Conduct quality control, training, and claims handling
- Maintain business, tax, and insurance records
- Improve our website and services
- Send service-related notices and, where you've agreed, promotional communications
- Detect, prevent, and address fraud, safety issues, or other operational concerns
- Comply with applicable laws and legal obligations

4. Cookies, Analytics & Tracking Technologies

Our website uses cookies and similar tracking technologies to operate the site, remember preferences, and understand how visitors use our website. We may use third-party analytics tools (such as Google Analytics) to help us understand website traffic and usage patterns. Most browsers let you control or disable cookies through their settings; disabling cookies may affect how parts of our website function.

5. How We Share Your Information

We do not sell your personal information. We may share your information with categories of third parties that help us operate our business, including: website hosting providers; advertising and marketing partners; booking and quoting platforms; payment processors; accountants and legal advisors; our own team members, as needed to provide service; and government authorities, where required by law or necessary to protect our legal rights. If we use advertising or website measurement tools, we may share limited information with third parties for those purposes in a manner that is legally permitted, and we expect these parties to handle your information responsibly and in a manner consistent with this Policy.

6. Photos & Documentation

As part of providing service, our team may take before, during, and after photos of service areas. These photos are used for internal purposes, quality control, staff training, operational documentation, and claims handling and may be taken regardless of whether you consent to marketing use. We will not use these photos for marketing or promotional purposes (such as our website, social media, or advertising) unless we obtain your express written consent.

7. Calls, Text & Email Communications

We may communicate with you by phone call, text message, and email regarding scheduling, service confirmations, billing, and customer service. By providing your phone number and email address, you consent to receive these communications from us. Message and data rates may apply to text messages. You may opt out of promotional communications at any time (see Section 10); you may continue to receive service-related communications necessary to fulfill a booking.

8. Data Retention

We retain personal information for as long as reasonably necessary for the purposes described in this Privacy Policy, including to provide services, maintain business records, resolve disputes, and comply with our legal, tax, and insurance obligations.

9. Data Security

We take reasonable administrative, technical, and organizational measures designed to protect personal information in our care. However, no method of transmission over the internet or method of electronic storage is completely secure, and we cannot guarantee absolute security.

10. Your Choices

You may contact us to:

- Request access to the personal information we hold about you
- Request correction of inaccurate information
- Request deletion of your information
- Opt out of promotional emails or text messages
- Ask questions about how your information is used

We will respond to requests as required by applicable law. We may need to retain certain information where required for legal, business, payment, tax, insurance, or other operational reasons, even after a request.

11. Third-Party Websites & Services

Our website may link to or integrate with third-party websites or services, such as payment processors or booking platforms. We are not responsible for the privacy practices of these third parties, and we encourage you to review their privacy policies separately.

12. Children's Privacy

Our website and services are intended for adults and are not directed to children under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that we have inadvertently collected such information, we will take steps to delete it.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we do, we will post the updated version on this page and revise the Effective Date above. Your continued use of our website or services after a posted change means you accept the updated Privacy Policy.

14. Contact Us

If you have questions about this Privacy Policy, or would like to make a privacy-related request, contact us at ameenamaidllc@gmail.com.