

LAWN JOHN

PRIVACY POLICY

Effective Date: April 2026 | 713-492-6306 | info@lawnjohnhtx.com | lawnjohnhtx.com

Lawn John is committed to protecting the privacy of our clients. This Privacy Policy explains what information we collect, how we use it, and your rights regarding that information. By using our services, you agree to the practices described below.

1. Information We Collect

When you request or receive services from Lawn John, we may collect the following:

- Name, address, phone number, and email address
- Payment information (credit or debit card) stored securely through our Client Portal
- Mobile number for SMS communications, where consent is provided
- Property information related to the services we perform
- Photographs and videos of your property for documentation and marketing purposes

2. How We Use Your Information

We use the information we collect to:

- Schedule, confirm, and perform landscaping and lawn maintenance services
- Process payments and send electronic receipts and invoices
- Send appointment reminders, service notifications, and quote follow-ups via SMS or email
- Respond to service requests, complaints, and satisfaction guarantee claims
- Document work performed and market our services, including on social media

3. Payment Data

Your card information is encrypted and stored in a secure electronic payment system through our Client Portal (Jobber). It is used solely for collecting payment for services performed by Lawn John. We do not sell, share, or store your card data outside of this system.

4. SMS Communications

By providing your mobile number and entering into a service agreement with Lawn John, you consent to receive text messages including appointment confirmations, service updates, invoices, and payment reminders. Message and data rates may apply.

You may opt out at any time by replying STOP to any message from Lawn John. For assistance, reply HELP or contact us at info@lawnjohnhtx.com. The office monitors communications Monday through Friday, 8:00 AM – 5:00 PM CST.

5. Photography and Video

By accepting a service agreement or estimate with Lawn John, you grant us permission to photograph or film your property for documentation, marketing, and social media purposes. Lawn John retains sole rights to use those materials for business purposes. If you do not wish for your property to be photographed, please notify us in writing before service begins.

6. Third-Party Services

Lawn John uses the following third-party platforms that may process your data in accordance with their own privacy policies:

- Jobber — scheduling, invoicing, and payment processing
- Google — business profile, analytics, and maps

We do not sell your personal information to third parties.

7. Data Retention

We retain client information for as long as your account is active or as needed to provide services and comply with legal obligations. You may request deletion of your information by contacting our office directly.

8. Your Rights

You have the right to:

- Request access to the personal information we hold about you
- Request correction of inaccurate information
- Request deletion of your information, subject to legal and contractual obligations
- Opt out of SMS communications at any time

To exercise any of these rights, contact us at info@lawnjohnhtx.com or 713-492-6306.

9. Changes to This Policy

Lawn John reserves the right to update this Privacy Policy at any time. The most current version will be available at lawnjohnhtx.com. Continued use of our services following any update constitutes acceptance of the revised policy.

Contact

Lawn John

info@lawnjohnhtx.com | 713-492-6306 | lawnjohnhtx.com

Fort Bend County, Texas

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