

MAAS Bin Cleaning

Privacy Policy

Effective Date: August 2026

This Privacy Policy explains how MAAS Bin Cleaning (“MAAS Bin Cleaning,” “we,” “us,” or “our”) collects, uses, discloses, and protects information when you visit our website at www.maasbincleaning.com (the “Site”) or use our residential trash and recycling bin cleaning services (the “Services”).

1. Information We Collect

1.1 Information You Provide to Us

We collect information you voluntarily provide when you interact with our Site or Services, including:

- Contact information: name, mailing/service address, email address, and phone number.
- Booking and scheduling information: service address, preferred service dates, gate/access codes or entry instructions, and special instructions for your route.
- Payment information: when you pay online or set up recurring billing, payment details are collected and processed by our third-party payment processor, Housecall Pro. We do not store full credit card numbers on our own systems.
- Communications: messages you send us via contact forms, email, text message, or phone, including any recordings or transcripts of customer service calls.
- Newsletter/marketing sign-up: your email address if you subscribe to updates, promotions, or seasonal reminders.

1.2 Information Collected Automatically

When you visit our Site, we and our service providers may automatically collect certain information through cookies and similar technologies, including:

- IP address, browser type, device type, and operating system.
- Pages visited, time spent on pages, referring website, and general usage patterns.
- Approximate geographic location derived from your IP address.

We currently use Google Analytics to understand how visitors use our Site. You can control cookies through your browser settings; disabling cookies may affect Site functionality.

2. How We Use Your Information

We use the information we collect to:

- Schedule, route, and perform bin cleaning services.
- Process payments and manage recurring billing/subscriptions.
- Communicate with you about appointments, service changes, weather delays, and billing.
- Respond to inquiries and provide customer support.
- Send marketing communications, promotions, and service reminders, where you have opted in (you may opt out at any time — see Section 6).
- Improve our Site, Services, and route efficiency.

- Comply with legal obligations and enforce our Terms of Service.

3. How We Share Your Information

We do not sell your personal information. We may share information with:

- Service providers who perform functions on our behalf, such as payment processing Housecall Pro and QuickBooks, scheduling/route software Housecall Pro, email/SMS communication tools, and website hosting/analytics providers.
- Professional advisors, such as accountants, insurers, or attorneys, where necessary.
- Law enforcement or regulators where required by law, or to protect the rights, safety, or property of MAAS Bin Cleaning, our customers, or the public.
- A successor entity in the event of a merger, acquisition, or sale of business assets.

Each third-party service provider processes information under its own privacy policy and terms; we encourage you to review those where relevant.

4. Data Retention

We retain customer and billing information for as long as needed to provide the Services, maintain business and tax records, and comply with legal obligations. For invoice, receipts and sales data up to 7 years; for commercial contracts and agreements up to 4 years after the end of contract/agreement.

5. Data Security

We use reasonable administrative, technical, and physical safeguards designed to protect your information. However, no method of transmission or storage is completely secure, and we cannot guarantee absolute security.

6. Your Choices and Rights

- **Marketing opt-out:** you may unsubscribe from marketing emails using the link in any email, or by contacting us directly. You cannot opt out of transactional messages related to scheduled services or billing.
- **Access/correction:** you may request access to, correction of, or deletion of your personal information by contacting us at [contact email].
- **Texas residents: Small Business Exemption:** The Texas Data Privacy and Security Act (TDPSA) specifically excludes small businesses under SBA guidelines from compliance, unless they deal in the sale of sensitive personal data. **WE DO NOT SELL YOUR INFORMATION.**

If we expand service outside Texas, additional state privacy laws may apply and this section will need to be updated accordingly.

7. Children's Privacy

Our Site and Services are not directed to individuals under 18, and we do not knowingly collect personal information from children. If you believe a child has provided us information, please contact us so we can delete it.

8. Third-Party Links and Services

Our Site may link to or integrate with third-party services (e.g., online booking or payment platforms). We are not responsible for the privacy practices of those third parties; please review their respective privacy policies.

9. Changes to This Policy

We may update this Privacy Policy from time to time. The “Effective Date” above indicates when it was last revised. Material changes will be posted on our Site, and continued use of the Services after changes take effect constitutes acceptance.

10. Contact Us

If you have questions about this Privacy Policy or wish to exercise any rights described above, contact us at:

- MAAS Bin Cleaning LLC
- admin@maasbincleaning.com
- (737) 271-7555