

Privacy Policy – Clorify Co LLC

Last Updated: December 30, 2025

Effective Date: Immediately

INTRODUCTION

Clorify Co LLC (“Company,” “we,” “our,” or “us”) is committed to protecting your privacy and handling your personal information responsibly. This Privacy Policy describes how we collect, use, store, protect, and disclose information when you interact with our website, services, communications, and digital platforms, in accordance with applicable federal and state laws of the United States, including the laws of the State of Florida.

This Privacy Policy applies to information collected:

- Through our website (“Website”);
- Through email, SMS, WhatsApp, phone calls, and other electronic communications between you and the Company;
- Through mobile or desktop applications operated by or on behalf of the Company;
- Through forms, advertisements, landing pages, or marketing campaigns associated with this Privacy Policy;
- Through interactions with third-party platforms that link to this Privacy Policy.

This Privacy Policy does not apply to information collected:

- Offline or in person, except where explicitly stated;
- By third parties, including payment processors, advertising platforms, or websites not operated by the Company.

By accessing or using our Website or services, you acknowledge that you have read, understood, and agreed to this Privacy Policy. If you do not agree, you must discontinue use immediately.

CHILDREN UNDER THE AGE OF 13

Our Website and services are not intended for children under the age of 13. We do not knowingly collect personal information from children under 13 in compliance with the Children’s Online Privacy Protection Act (COPPA).

If we become aware that we have collected personal information from a child under 13 without verified parental consent, we will promptly delete such information. If you believe we may have collected information from a child under 13, please contact us at support@clorifyco.com.

INFORMATION WE COLLECT

We may collect the following categories of information:

1. Personal Information

Information that identifies or may reasonably identify you, including but not limited to:

- Full name
- Address
- Email address
- Phone number
- Service address
- Any other information you voluntarily provide

2. Non-Personal Information

Information that does not directly identify you, such as aggregated or anonymized data.

3. Usage and Technical Data

Including but not limited to:

- IP address
- Browser type
- Device information
- Pages visited
- Time spent on the Website
- Referring URLs

HOW WE COLLECT INFORMATION

We collect information through:

- Direct Input: When you fill out forms, request quotes, schedule services, or contact us.
- Automated Technologies: Cookies, pixels, web beacons, and analytics tools.
- Third-Party Sources: Marketing partners, advertising platforms, or service providers, as permitted by law.

COOKIES, ANALYTICS & ADVERTISING TECHNOLOGIES

We use cookies and similar tracking technologies to enhance user experience and improve our services.

These may include:

- Essential cookies for Website functionality
- Analytics tools such as Google Analytics
- Advertising tools such as Meta (Facebook) Pixel and other remarketing platforms

These tools may collect information in accordance with their own privacy policies. You may control cookie preferences through your browser settings. Disabling cookies may affect Website functionality.

SMS, WHATSAPP & COMMUNICATION CONSENT

By providing your phone number to Clorify Co LLC, you expressly consent to receive transactional, service-related, and appointment-related communications via SMS, WhatsApp, phone calls, or other messaging platforms.

- Message frequency may vary
- Standard message and data rates may apply
- You may opt out at any time by replying STOP or contacting us directly

We do not sell or share phone numbers for unauthorized marketing purposes.

PAYMENTS & FINANCIAL INFORMATION

Clorify Co LLC does not store credit card, debit card, or banking information on its servers.

All payment transactions are securely processed through third-party payment processors that comply with industry security standards (such as PCI-DSS). We are not responsible for the privacy practices of these third-party processors.

HOW WE USE YOUR INFORMATION

We may use your information to:

- Provide and manage our services
- Process payments and invoices
- Communicate appointment confirmations and updates
- Respond to inquiries and customer service requests
- Improve Website performance and user experience
- Conduct marketing and analytics (where legally permitted)
- Enforce our Terms and Conditions
- Comply with legal obligations
- Generate aggregated or anonymized data for business analysis

DISCLOSURE OF YOUR INFORMATION

We may disclose your information:

- To trusted service providers and contractors who assist in operations
- To payment processors and technology providers
- To comply with legal obligations, subpoenas, or court orders
- In connection with a business transaction (merger, acquisition, asset sale)
- With your explicit consent

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

DATA SECURITY

We implement reasonable administrative, technical, and physical safeguards designed to protect your information.

However, no system is completely secure. To the fullest extent permitted by law, Clorify Co LLC shall not be liable for unauthorized access, disclosure, or loss of data beyond its reasonable control.

YOUR PRIVACY RIGHTS

Subject to applicable law, you may have the right to:

- Request access to your personal information
- Request correction of inaccurate data
- Withdraw consent where applicable
- Request deletion of personal data, subject to legal retention requirements

We will respond to verified requests within a reasonable timeframe, typically within 30 days, as permitted by law.

Requests may be submitted to:

 support@clorifyco.com

DATA RETENTION

We retain personal information only for as long as necessary to fulfill business, legal, and contractual obligations, unless a longer retention period is required or permitted by law.

GOVERNING LAW

This Privacy Policy shall be governed by and construed in accordance with the laws of the State of Florida, United States, without regard to conflict of law principles.

CHANGES TO THIS PRIVACY POLICY

We reserve the right to update this Privacy Policy at any time. Material changes will be posted on the Website or communicated via email. Continued use of the Website after changes constitutes acceptance of the revised Privacy Policy.

Terms and Conditions of Service – Clorify Co LLC

By booking any service with Clorify Co LLC (“Company”), the Client (“Client”) acknowledges, understands, and agrees to the following Terms and Conditions of Service. These Terms, together with any written confirmation, invoice, text message, email, or service agreement issued by the Company, constitute the entire agreement between the parties. No verbal statements or representations shall be binding unless confirmed in writing by the Company.

If any provision of these Terms is held to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

1. SERVICE GUARANTEE (LIMITED SATISFACTION GUARANTEE)

Clorify Co provides a 24-hour limited satisfaction guarantee.

If the Client is dissatisfied with a specific area included in the original service checklist, the Client must notify the Company within 24 hours of service completion, providing clear photographic evidence of the concern.

- The guarantee applies only to the specific areas listed in the service checklist.
- The guarantee does not include re-cleaning of the entire property unless explicitly agreed in writing.
- The guarantee does not cover:
 - Normal wear and tear
 - Pre-existing conditions
 - Permanent stains, discoloration, corrosion, or damage
 - Subjective expectations or cosmetic preferences
- The Company’s sole obligation is a reclean of the reported area, scheduled within 3 to 7 business days, subject to availability.
- No refunds will be issued under this guarantee.

Failure to report concerns within 24 hours constitutes acceptance of the service as completed.

2. SCHEDULING, ACCESS, AND CANCELLATION POLICY

2.1 Arrival Window

Services are provided between 8:00 AM and 6:00 PM, seven days a week.

Exact arrival times are not guaranteed. Arrival windows are estimates only and may vary due to traffic, weather, or prior job conditions.

2.2 Client Communication

Service confirmations, approvals, and changes made via SMS, email, messaging platforms, or booking systems are considered legally valid communication.

Failure to respond or object prior to service does not invalidate the scheduled appointment.

2.3 Cancellations & Fees

- Cancellations or rescheduling requests must be made at least 24 hours in advance.
- Cancellations with less than 24 hours' notice incur a \$70 cancellation fee.
- Same-day cancellations, cancellations after arrival, or inability to perform the service due to the property's condition will result in:
 - Full service charge, plus
 - A \$50 rescheduling fee

2.4 Access & Waiting Time

If cleaners arrive and are unable to access the property due to:

- Client absence
- Incorrect or missing entry codes
- Locked doors, gates, or disabled access

The team will wait a maximum of 15 minutes.

After this time, the service is considered canceled, and full service charges apply, plus the \$50 rescheduling fee.

3. PAYMENTS & CHARGEBACK PROTECTION

- Full payment is due on the day of service.
- Accepted payment methods: credit or debit card only.
- Cleaners are not authorized to accept cash, checks, Zelle, or personal payments.
- By booking, the Client authorizes the Company to charge the card on file at the time of service.

Chargebacks

The Client agrees not to dispute or charge back a completed service without first contacting the Company.

The Company reserves the right to contest chargebacks using:

- Service logs
- Time stamps
- Photographic documentation
- Written confirmations and communications

Unauthorized chargebacks may result in collection actions and suspension of future services.

4. SCOPE OF SERVICE & ADDITIONAL REQUESTS

Services are performed strictly according to the agreed service checklist.

- Any task not listed is not included, regardless of prior verbal discussion.
- Cleaners are not authorized to negotiate scope changes on-site.
- Additional services must be requested at least one business day in advance and may incur additional charges.
- Disruptions caused by pets, occupants, contractors, or third parties may result in added charges for additional time required.

5. HEALTH, SAFETY & HAZARDOUS CONDITIONS

The Client must inform the Company at least 24 hours in advance of:

- Infectious diseases
- Mold
- Biohazards
- Unsafe conditions
- Aggressive animals
- Construction hazards

The Company reserves the right to immediately terminate service if conditions are deemed unsafe.

In such cases, full service charges apply.

Pets must be secured during service.

6. LIABILITY & DAMAGE CLAIMS

- The Company is not responsible for unsecured, fragile, pre-damaged, or high-value items.
- Items of extraordinary monetary or sentimental value must be handled by the Client.
- Any claim for damage must be reported within 24 hours of service completion, with photographic evidence.
- The Company's maximum liability is strictly limited to the amount paid for the service.
- The Company is not liable for indirect, incidental, emotional, or consequential damages.

Failure to report issues within 24 hours constitutes acceptance of service condition.

7. PHOTOGRAPHIC DOCUMENTATION

The Client authorizes the Company to take before-and-after photos for:

- Quality control
- Training
- Legal defense
- Chargeback disputes

Photos will not be shared publicly without explicit consent.

8. CONFIDENTIALITY

Client information is confidential and used solely for service-related purposes, in accordance with applicable privacy laws.

9. EMPLOYMENT SOLICITATION & NON-CIRCUMVENTION

Clients agree not to solicit or hire any Clorify Co employee or contractor directly or indirectly during service or for 12 months thereafter.

Violation of this provision results in \$1,000 liquidated damages, representing recruitment, training, and administrative costs. Upon payment, the Company assumes no responsibility for the individual.

10. SECURITY SYSTEMS

Clients must provide accurate access instructions, including alarm disarming procedures. The Company is not responsible for delays or cancellations caused by security system issues.

11. TIME-BASED DISCLAIMER

Pricing is based on scope of work, not time spent. Service duration may vary depending on property condition and crew size.

12. GOVERNING LAW & DISPUTE RESOLUTION

These Terms are governed by the laws of the State of Florida.

- Venue shall be Pasco or Hillsborough County, Florida.
- Parties agree to attempt good-faith mediation before initiating legal action.
- Both parties waive the right to a jury trial to the fullest extent permitted by law.

13. MODIFICATIONS & ACCEPTANCE

The Company reserves the right to update these Terms with notice. Continued use of services constitutes acceptance of updated Terms.

Contact Information

 Clorify Co LLC – (727) 405-9071

 support@clorifyco.com