



PRIVACY POLICY

This notice provides **SurfClean Exterior Services'** PRIVACY POLICY regarding the nature, purpose, use, and sharing of any Personally Identifiable Information ("PII") collected via this website. Our privacy policy explains our information practices when you provide PII to us, whether collected online or offline, or when you visit us online to browse, obtain information, or conduct a transaction. PII may include your name, email, mailing and/or home address, phone numbers, or other information that identifies you personally. We do not require you to register or provide personal information to visit our website. The PII you provide on our website will be used only for its intended purpose. We will protect your information consistent with the principles of the Privacy Act of 1974, COPPA, and other applicable laws governing personal information use.

PERSONALLY IDENTIFIABLE INFORMATION ("PII")

We do not collect specific PII about you when you visit our website unless you choose to provide such information to us. Submitting PII through our website is voluntary. By doing so, you are giving SurfClean Exterior Services your permission to use the information for the stated purpose. However, not providing certain information may result in our inability to provide you with the service or information you desire. If you choose to provide us with PII on our website, through such methods as completing a web form or sending us an email, we will use that information to help us provide you with the information or service you have requested or to respond to your message. The information we may receive from you varies based on what you do when visiting our site.

Generally, the information requested by SurfClean Exterior Services will be used to respond to your inquiry or to provide you with the service you request. When this information is requested, the reasons for collecting it, a description of our intended use of the information, how to grant consent to use mandatorily provided information, and how to grant consent for other than statutorily mandated uses will be fully described in a separate customized "Privacy Notice." This customized Privacy Notice will either appear on our web page collecting the information or be accessible through a hyperlink (link) prominently displayed immediately below the information request.

ELECTRONIC MAIL ("EMAIL")

Our website and social media accounts typically allow you to send us an email or direct message (DM). We will use the information you provide to respond to your inquiry. We will only send you general information via email. You should be reminded that email may not necessarily be secure against interception. Therefore, we suggest that you do not send sensitive personal data (such as financial information) to us through email. If your intended email communication is very sensitive or includes information such as your bank account or credit card information, you should instead provide it to us in face-to-face contact with our field representative or work team, or over a secure telephone line.

Categories of information we may collect on our website are further described below:

AUTOMATICALLY COLLECTED INFORMATION

We collect and temporarily store certain information about your visit to our website for use in site management and security purposes only. We collect and analyze this information because it will help us to better design our website to suit your needs. We may also automatically collect information about the web content you view in the event of a known security or virus threat. This information includes:

1. The domain and Internet Protocol (IP) address (a unique number for each computer connected to the Internet) from which you access our website;
2. The type of browser (e.g., Internet Explorer, Chrome, or Firefox) used to access our site;
3. The operating system (e.g., Windows or Mac OS) used to access our site;
4. The date and time you access our site;
5. The Universal Resource Locators (URLs), or addresses, of the pages you visit; and,
6. If you visited this website from another website, the URL of the forwarding site.

We may share the above information with our employees or representatives with a “need-to-know” in the performance of their legitimate work duties, as required to quickly process your request or transaction. This information is only used to help us make our site more useful for you. Raw data logs are retained temporarily as required for security and site management purposes only.

THIRD-PARTY WEBSITES AND APPLICATIONS

SurfClean Exterior Services uses social media websites and other kinds of third-party websites. We use these sites and platforms to engage existing customers and connect with potential new customers, and to gather web measurement and customization technologies to chart the number of visitors to our website and their various sections, and help make our website more useful to visitors. In such cases, the third-party application may request an email address, username, password, and geographic location (e.g., State, region, or ZIP code), or other personal information for their account registration purposes. We do not use third-party websites to solicit and collect PII from individuals. Any PII passively collected (i.e., not solicited) by the third-party website will not be transmitted or stored by SurfClean Exterior Services. No PII will be disclosed, sold, or transferred to any other entity outside of our company unless required by court order or in compliance with any statute.

INFORMATION COLLECTED FOR TRACKING AND CUSTOMIZATION (“COOKIES”)

A “cookie” is a small file that a website transfers to your computer to allow it to remember specific information about your session while you are connected. Your computer will only share the information in the cookie with the website that provided it, and no other website can request it. There are two types of cookies:

Session Cookies—*Session cookies* last only as long as your web browser is open. Once you close your browser, the cookie is deleted. Websites may use session cookies for technical purposes such as to enable better navigation through the site or to allow you to customize your preferences for interacting with the site.

Persistent Cookies—*Persistent cookies* are saved on a user’s hard drive to determine which users are new to the site or are returning, and for repeat visitors, to block recurring “New Client” prompts. If you do not wish to have session or persistent cookies stored on your machine, you can turn cookies OFF in

your web browser. You should check your computer or device settings to find that On-Off option. If you turn cookies off, you will still have access to all basic information on our website. However, turning off cookies may affect the functioning of some specific parts of the website. Be aware that disabling cookies in your browser will affect cookie usage at all other websites you visit as well.

SECURITY OF INFORMATION

Our company takes the security of all PII very seriously. We take precautions to maintain the security, confidentiality, and integrity of the information we collect on our website. Such measures include controls designed to limit access to the information to the extent necessary to accomplish our mission. We also employ various security technologies to protect the information stored on our systems.

To secure the information we collect, we employ internal access controls to ensure that only personnel who have access to your information are those with a need to do so to perform their duties as part of **SurfClean Exterior Services**. We train personnel on our privacy and security policies and compliance requirements. We secure the areas where we retain paper copies of information we collect online. We perform regular backups of the information we collect online to ensure against loss. We use technical controls to secure the information we collect including such controls as a Secure Socket Layer (SSL) and encryption. We also use built-in external access safeguards to identify and prevent unauthorized access by outsiders that attempt to “hack” into, or cause harm to, the information contained in our systems.

We hold our contractors and other third-party providers to the same standards that we use to ensure the security, confidentiality, and integrity of personal information they may have access to in the course of their work completed on behalf of **SurfClean Exterior Services**.

INTERACTION WITH CHILDREN ONLINE

SurfClean Exterior Services is committed to the protection of children’s online privacy. The Children’s Online Privacy Protection Act (COPPA) governs information gathered online from or about children under the age of 13. Verifiable consent from a child’s parent or guardian is required before collecting, using, or disclosing personal information from a child under age 13. **SurfClean Exterior Services** does not engage with or market any services to any person under the age of eighteen (18). Any information inadvertently or mistakenly collected from or about a person under the age of eighteen will, once identified, be deleted from our data bank and records.

VISITING OTHER WEBSITES

Our website may contain links to other businesses, organizations, and agencies (both public and private). These websites are not within our control and may not follow the same privacy, security, or accessibility policies as those of **SurfClean Exterior Services**. Once you link to another site, you are subject to the policies of that site. **SurfClean** is not responsible for the security of any personal information or data provided or collected on the website of any other entity.

PRIVACY POLICY CONTACT INFORMATION

If you have any questions or concerns regarding our privacy policy or the use of your information, please contact us at SurfCleanVA@gmail.com.

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