

## Privacy Policy

This Privacy Policy describes how NikEra Clean LLC ("we," "us," or "our") collects, uses, and discloses personal information when you visit our website or use our cleaning services.

### Information We Collect

1. **Personal Information:** When you book our cleaning services or create an account with us, we may collect personal information such as your name, email address, phone number, and home address.
2. **Payment Information:** If you make payments for our services online, we may collect payment card information such as credit card number, expiration date, and billing address. However, we do not store this information on our servers. It is securely processed by our payment service provider.
3. **Usage Data:** We may collect information about how you interact with our website, including your IP address, browser type, pages visited, and time spent on each page.
4. **Communication:** When you contact us via email, phone, or through our website, we may collect any information you provide to us during the communication.

### How We Use Your Information

1. **Providing Services:** We use your personal information to deliver our cleaning services, including scheduling appointments, sending reminders, and communicating with you about your bookings.
2. **Customer Support:** We may use your information to respond to your inquiries, provide customer support, and address any issues you may have.
3. **Marketing:** With your consent, we may send you promotional emails or SMS messages about our services, special offers, or upcoming promotions. You can opt out of receiving marketing communications at any time.
4. **Improving Our Services:** We analyze usage data to improve our website, tailor our services to your preferences, and enhance the overall customer experience.

### Information Sharing

**We do not sell**, trade, or rent your personal information to third parties. Your data is used solely for providing and improving our products and services, as well as for customer service.

### Data Security

We implement appropriate technical and organizational measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction.

### Your Rights

You have the right to access, update, or delete your personal information held by us. You can also request that we restrict the processing of your information or object to certain processing activities. To exercise these rights, please contact us using the information provided below.

## **Changes to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable laws. We will notify you of any material changes by posting the updated policy on our website or by other means of communication.

## **Contact Us**

If you have any concerns or complaints regarding our handling of your personal information, we want to address them promptly and thoroughly. Here's how you can make a privacy-related complaint:

NikEra Clean LLC  
PO Box 994, Ossining, New York 10562  
(914) 619-5152  
info@nikeraclean.com  
www.nikeraclean.com

## **Information to Include when making a complaint:**

Please provide the following details:

- Your name and contact information (email or phone number).
- A description of your concern or the nature of your complaint.
- Any relevant details or evidence that supports your complaint.

### **Review Process:**

Upon receiving your complaint, NikEra Clean LLC will:

- Acknowledge receipt of your complaint within 5 business days.
- Conduct a thorough investigation into your concerns.
- Provide you with a written response detailing the outcome of our investigation and any steps we will take to address your complaint.

### **Further Action:**

If you are not satisfied with our response, you may have the right to escalate your complaint to a regulatory authority, such as:

- The Office of the Privacy Commissioner in your jurisdiction.
- Other relevant regulatory bodies as applicable.

We are committed to resolving all privacy complaints promptly and fairly. Your trust is important to us, and we take your privacy seriously. Thank you for bringing any concerns to our attention.