

Privacy Polity

New Cleaning Solutions Privacy Polity.

Last Updated on **March 23rd 2021**. This privacy policy is effective immediately.

INTRODUCTION

At **New Cleaning Solutions** (the “Company” or “We”), we respect your privacy and are committed to protecting it through our compliance with this policy.

This policy describes the types of information we may collect from you or that you may provide when you visit this website (our “Website”) and our practices for collecting, using, maintaining, protecting and disclosing that information.

This policy applies to information we collect:

- On this Website.
- In e-mail, text and other electronic messages between you and this Website.
- Through mobile and desktop applications you download from this Website, which provide dedicated non-browser-based interaction between you and this Website.
- When you interact with our advertising and applications on third-party websites and services, if those applications or advertising include links to this policy.

It does not apply to information collected by:

- us offline or through any other means, including on any other website operated by Company or any third party (including our affiliates and subsidiaries); or
- any third party (including our affiliates and subsidiaries), including through any application or content (including advertising) that may link to or be accessible from or on the Website.

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Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Website. By accessing or using this Website, you agree to this privacy policy. This policy may change from time to time. Your continued use of this Website after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

CHILDREN UNDER THE AGE OF 13

Our Website is not intended for children under 13 years of age. No one under age 13 may provide any personal information to or on the Website. We do not knowingly collect personal information from children under 13. If you are under 13, do not use or provide any information on this Website or on or through any of its features/register on the

Website, make any purchases through the Website, use any of the interactive or public comment features of this Website or provide any information about yourself to us, including your name, address, telephone number, e-mail address or any screen name or user name you may use. If we learn we have collected or received personal information from a child under 13 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 13, please contact us via our contact us link.

INFORMATION WE COLLECT ABOUT YOU AND HOW WE COLLECT IT

We collect several types of information from and about users of our Website, including information:

- by which you may be personally identified, such as name, postal address, e-mail address, telephone number or ANY OTHER INFORMATION THE WEBSITE COLLECTS THAT IS DEFINED AS PERSONAL OR PERSONALLY IDENTIFIABLE INFORMATION UNDER AN APPLICABLE LAW (“personal information”);
- that is about you but individually does not identify you, and/or
- about your internet connection, the equipment you use to access our Website and usage details.

We collect this information:

- Directly from you when you provide it to us.
- Automatically as you navigate through the site. Information collected automatically may include usage details, IP addresses and information collected through cookies, web beacons and other tracking technologies.
- From third parties, for example, our business partners.

INFORMATION YOU PROVIDE TO US.

The information we collect on or through our Website may include:

- Information that you provide by filling in forms on our Website. This includes information provided at the time of registering to use our Website, subscribing to our service, posting material or requesting further services. We may also ask you for information when you report a problem with our Website.

- Records and copies of your correspondence (including e-mail addresses), if you contact us.
- Your responses to surveys that we might ask you to complete for research purposes.
- Details of transactions you carry out through our Website and of the fulfillment of your orders. You may be required to provide financial information before placing an order through our Website.
- Your search queries on the Website.

You also may provide information to be published or displayed (hereinafter, “posted”) on public areas of the Website, or transmitted to other users of the Website or third parties (collectively, “User Contributions”). Your User Contributions are posted on and transmitted to others at your own risk. Although we limit access to certain pages/you may set certain privacy settings for such information by logging into your account profile, please be aware that no security measures are perfect or impenetrable. Additionally, we cannot control the actions of other users of the Website with whom you may choose to share your User Contributions. Therefore, we cannot and do not guarantee that your User Contributions will not be viewed by unauthorized persons.

INFORMATION WE COLLECT THROUGH AUTOMATIC DATA COLLECTION TECHNOLOGIES.

As you navigate through and interact with our Website, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions and patterns, including:

- Details of your visits to our Website, including traffic data, location data, and other communication data and the resources that you access and use on the Website.
- Information about your computer and internet connection, including your IP address, operating system and browser type.

We also may use these technologies to collect information about your online activities over time and across third-party websites or other online services (behavioral tracking). The information we collect automatically is statistical data and does not include personal information, but we may maintain it or associate it with personal information we collect in other ways or receive from third parties. It helps us to improve our Website and to deliver a better and more personalized service, including by enabling us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences, allowing us to customize our Website according to your individual interests.

- Speed up your searches.
- Recognize you when you return to our Website.

The technologies we use for this automatic data collection may include:

- Cookies (or browser cookies). A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting you may be unable to access certain parts of our Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Website.
- Flash Cookies. Certain features of our Website may use local stored objects (or Flash cookies) to collect and store information about your preferences and navigation to, from and on our Website. Flash cookies are not managed by the same browser settings as are used for browser cookies.
- Web Beacons. Pages of our the Website may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages or opened an e-mail and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).

We do not collect personal Information automatically, but we may tie this information to personal information about you that we collect from other sources or you provide to us.

THIRD-PARTY USE OF COOKIES AND OTHER TRACKING TECHNOLOGIES.

Some content or applications, including advertisements, on the Website are served by third-parties, including advertisers, ad networks and servers, content providers and application providers. These third parties may use cookies alone or in conjunction with web beacons or other tracking technologies to collect information about you when you use our website. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different websites and other online services. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content.

We do not control these third parties' tracking technologies or how they may be used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly.

HOW WE USE YOUR INFORMATION

We use information that we collect about you or that you provide to us, including any personal information:

- To present our Website and its contents to you.
- To provide you with information, products or services that you request from us.
- To provide you with information about our services
- To provide you with notices about your account/subscription, including expiration and renewal notices.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.
- To notify you about changes to our Website or any products or services we offer or provide through it.
- To allow you to participate in interactive features on our Website.
- In any other way we may describe when you provide the information.
- To fulfill any purpose for which you provide it.
- For any other purpose with your consent.

We may use the information we have collected from you to enable us to display advertisements to our advertisers' target audiences. Even though we do not disclose your personal information for these purposes without your consent, if you click on or otherwise interact with an advertisement, the advertiser may assume that you meet its target criteria.

DISCLOSURE OF YOUR INFORMATION

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

We may disclose personal information that we collect or you provide as described in this privacy policy:

- To our subsidiaries and affiliates.
- To contractors, service providers and other third parties we use to support our business and who are bound by contractual obligations to keep personal information confidential and use it only for the purposes for which we disclose it to them.
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution or other sale or transfer of some or all of the Company's assets, whether as a going concern or as part of bankruptcy, liquidation or similar proceeding, in which personal information held by the Company about our Website users is among the assets transferred.

- To third parties to market their products or services to you if you have consented to these disclosures. We contractually require these third parties to keep personal information confidential and use it only for the purposes for which we disclose it to them.
- To fulfill the purpose for which you provide it. For example, if you give us an e-mail address to use the “e-mail a friend” feature of our Website, we will transmit the contents of that e-mail and your e-mail address to the recipients.
- For any other purpose disclosed by us when you provide the information.
- With your consent.

We may also disclose your personal information:

- To comply with any court order, law or legal process, including to respond to any government or regulatory request.
- To enforce or apply our terms of use and other agreements, including for billing and collection purposes.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of the Company, our customers or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

CHOICES ABOUT HOW WE USE AND DISCLOSE YOUR INFORMATION

We strive to provide you with choices regarding the personal information you provide to us. We have created mechanisms to provide you with the following control over your information:

- Tracking Technologies and Advertising. You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. To learn how you can manage your Flash cookie settings, visit the Flash player settings page on Adobe’s website. If you disable or refuse cookies, please note that some parts of this site may then be inaccessible or not function properly.
- We do not control third parties’ collection or use of your information to serve interest-based advertising. However these third parties may provide you with ways to choose not to have your information collected or used in this way. You can opt

out of receiving targeted ads from members of the Network Advertising Initiative (“NAI”) on the NAI’s website.

ACCESSING AND CORRECTING YOUR INFORMATION

You may send us an e-mail via our contact link to request access to, correct or delete any personal information that you have provided to us. We cannot delete your personal information except by also deleting your user account. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

If you delete your User Contributions from the Website, copies of your User Contributions may remain viewable in cached and archived pages, or might have been copied or stored by other Website users. Proper access and use of information provided on the Website, including User Contributions, is governed by our terms of use.

DATA SECURITY

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration and disclosure

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Website. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Website.

CHANGES TO OUR PRIVACY POLICY

It is our policy to post any changes we make to our privacy policy on this page. If we make material changes to how we treat our users’ personal information, we will notify you by e-mail to the e-mail address specified in your account and/or through a notice on the Website home page. The date the privacy policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable e-mail address for you, and for periodically visiting our Website and this privacy policy to check for any changes.

CONTACT INFORMATION

To ask questions or comment about this privacy policy and our privacy practices, contact via our Contact Us link.

Thank you very much for visiting the New Cleaning Solutions Website.

Terms Conditions

BY BOOKING WITH US, CUSTOMER ACKNOWLEDGES AND AGREES TO THE TERMS AND CONDITIONS OF SERVICE AS STATED IN THIS AGREEMENT

By accepting professional cleaning service appointment and agreeing to a service provided by www.newcleaningsolutions.com the client agrees to accept New Cleaning Solutions general terms and conditions listed below. These terms and conditions, together with our email/letter of confirmation and our cleaning schedule, constitute the entire agreement between the parties and no other representation or statements, whether oral or written, shall be binding upon the parties. If any part of this agreement is held to be invalid or unenforceable for any reason, the remaining terms and conditions shall remain in full force and effect. If you are unsure about any point within these terms and conditions, please contact us for clarification. Your statutory rights are not affected. In event that the terms and conditions change we will notify you in writing.

We stand by our service!

If you'd like to cancel for any reason whatsoever, just call anytime to end service.

New Cleaning Solutions contract does not lock you in long term contract.

We offer 24hours, 100% Satisfaction Guarantee for all re-occurring Customers (i.e. weekly, biweekly, etc.). If you are not satisfied with any area of your home, just call us within 24 hours and we will find the best solution to solve it.

You receive 5% OFF if you prepay for the year's cleaning service before the first re-occurring service appointment, after the first time clean. You are free to cancel at any time by 1) giving a period of one cleans notice and 2) paying the 5% that was initially taken off annual amount. The 5% discount will be subtracted from remainder annual amount returned.

If recurring service (Weekly, Bi-weekly, or Monthly cleaning) is booked and then cancelled after the first cleaning, the One-Time cleaning rate will be charged.

Due to our flexible and ever-changing schedule, it is difficult to commit to exact arrival times. We service homes 6 days a week from Monday through Saturday between the hours of 8:00 am and 5:00 pm. Even if you normally have an afternoon cleaning, there may be times that we need to clean your home in the AM instead. We will make every effort to accommodate your needs.

Provide 24-hour notice to cancel service. You may reschedule, skip, or cancel any of your cleanings. We do ask for a 24-hour notice of any of these actions. Without a 24-hour notice you will be liable for a \$70.00 cancellation fee or 50% of the amount of the cleaning booked if the cleaner can't perform the cleaning.

We have a "24 hours Hold / Charge credit card" policy. Payment is expected in full the day of the cleaning. For your convenience, we accept all credit cards where all services are charged at the time of cleaning. Furthermore, cancellations will be charged on credit card. We only accept card payments, and no payments accepted directly to cleaners.

The cost of services includes the provision of reasonable supplies and equipment being provided by our company. Any jobs requiring extra supplies or equipment will be billed additionally for these services.

Our teams are instructed to follow the requirements for the clean they are conducting. If you would like additional services performed please contact our office at least one

business day in advance so we can schedule the additional work. Changing in scheduling could create changes in fees.

Be advised that if the professional house cleaners are subject to distractions that affect our ability to work we reserve the right to charge for our extra time spent in the home. Distractions include pets, third party, or contractors interfering with the professional house cleaners' duties.

If for any reason a cleaner of New Cleaning Solutions feels that their personal safety is in danger enough to leave the job site, due to actions by the Customer, or others at the job site. The Customer will remain liable for the full cost of the job.

Items of extreme value (monetary or sentimental) should be dusted or cleaned by the owner.

We assume no liability for damage or loss of items that are not secured in a proper manner, or previously damaged before cleaning. (Example: heavy pictures hanging from thumbtacks, or dings in furniture that were there before we cleaned). Further, we will assume no liability for damage or loss caused by the negligence of the Customer.

Although we are professionals, we are not miracle workers. Sometimes we are called in too late to correct damage that is already done, or items may take a couple of cleanings to look their best. We will work with you in the most cost-effective way to try to remedy these spots in your home.

Professional house cleaners working for New Cleaning Solutions have agreed, in writing, that they or their family and friends will not accept direct employment from any Customer of New Cleaning Solutions accept for payment of the exit fee (see next bullet point). This agreement is in full force and effective during the time that professional house cleaners are employed with New Cleaning Solutions and for a period of one year after termination of their agreement with New Cleaning Cleaning. Given this, we respectfully ask that you not directly solicit or engage the service of any professional house cleaner, except through New Cleaning Solutions.

If you prefer hiring a current or former cleaner or solicitation is made, a \$1000.00 referral fee will be charged. Once the referral fee is paid, New Cleaning Solutions will no longer be responsible for managing the professional house cleaner, including, but not limited to liability protection, information security, scheduling, government taxes, quality of services, and any other act pertaining to the daily work duties of the Housekeeper.

The client agrees to notify New Cleaning Solutions if any person in the household is suspected of contracting an infectious disease. This notification must be as early as possible, but at least 24 hours before scheduled visit. New Cleaning Solutions reserves right to cancel cleans under such circumstances.

If your home is equipped with a security system, please ensure that you advise us of the entry code or have it disarmed.

Plans are based on the average time to clean. If the home is not found in an "average" condition and it takes more than 1 extra hour to clean, New Cleaning Solutions reserves the right to bill for the extra time spent.

Our purpose is to ensure you have a clean home. Therefore, payment is for the service provided and not based on the amount of time your cleaning team spends at your home. We want our team to focus on ensuring your home is clean and not how many hours they work. Some home cleaners may take longer than average time; some may take less time than average. Either way, your home will sparkle.

- 24 hours before the service there is a hold on the credit card as a guarantee but you'll only be charged after the service is done, then you'll get an invoice by email
- We don't organize the house at all
- Wash dishes are NOT included in the package (they can be added as extra)
- Windows and glass doors are NOT included in the package (they can be added as extra)
- There is a cancellation fee if canceling or rescheduling on the same day of the service
- The estimate and the service may be adjusted if the cleaner notices the house needs either a deep cleaning or a heavy-duty service
- If the cleaning cannot be performed due to home conditions and needs to be rescheduled or canceled a fee of up to 50% may be applied.
- If the customer wishes to reschedule the service we can apply a smaller fee of up to \$70 in order to give the customer time to improve home conditions so the service can be performed.
- Cleaners are not allowed to clean very high places, they go up to 2 steps on a ladder or a step stool
- If the customer has a pet on site that sheds, a pet fee of up to \$50 may be applied upon arrival. The customer will be notified
- The cleaning covers the number of beds/baths booked + 1 living room, 1 dining room, 1 kitchen, hallway, and laundry room. More than that number of rooms, it needs to be included as an extra bedroom to be cleaned, like an office, playroom, den, etc.
- We don't go by the hour, we go by the service
- We highly recommend the customer be there to check the service at the end, as a final walk-through. If not possible and you notice any issues after the cleaning has been completed, please take pictures and forward them to contact@newcleaningsolutions.com so we can assess and coordinate a reclean. Refunds are not provided before a reclean has been done.
- Cleaners may need to take pictures for quality control (before and after pictures of the service). This is simply a procedure and it's for internal usage only, so we can verify the service and see the home conditions before we start, as well as cleaning results once the cleaner finishes.

- BY BOOKING WITH US, THE CUSTOMER ACKNOWLEDGES AND AGREES TO THE TERMS AND CONDITIONS OF SERVICE AS STATED IN THE FOLLOWING