

Privacy Policy

Tivvy Cleaning LLC · tivvycleaning.com

Effective Date: September 18, 2026

Tivvy Cleaning ("we", "our", or "us") respects your privacy and is committed to protecting your personal information. This Privacy Policy describes how we collect, use, and protect the information you provide when requesting a quote or interacting with our services.

1. Information We Collect

When you request a quote through our website or booking tools, we may collect:

- Full name
- Email address
- Phone number
- Service address
- Any notes or details you voluntarily provide

We do not collect payment information through our website.

2. How We Use Your Information

- Provide and manage quote requests
- Schedule appointments and communicate with you
- Deliver cleaning services
- Send invoices and receipts
- Improve our services

Your booking details are stored in our own scheduling system, hosted on **Cloudflare**.

Confirmation and reminder emails are delivered through **Resend**. Invoicing is handled through **Wave**.

3. Sharing Your Information

We do not sell or rent your personal information.

We may share your data only with:

- Cloudflare, which hosts our scheduling system and stores your appointment details
- Resend, which delivers our confirmation and reminder emails
- Wave, for invoicing purposes
- Service providers who help us operate our business under strict confidentiality
- Law enforcement or legal authorities if required by law

4. Data Security

We take appropriate technical and organizational measures to protect your information. Our third-party partners, including Cloudflare, Resend, and Wave, maintain their own security policies to ensure your data is safe.

5. Cookies & Tracking

Our website may use basic cookies for functionality or performance monitoring. You can control cookies via your browser settings.

We use the **Meta Pixel** to measure how well our Facebook and Instagram ads perform. It records page views and whether a visit resulted in a contact form submission or a booking. This information is shared with Meta and may be used to show you our ads. You can limit this through your Meta ad preferences or your browser's tracking settings.

6. Your Rights

You have the right to:

- Access, update, or correct your personal information
- Request deletion of your data
- Withdraw consent for contact at any time

To make a request, contact us at info@tivvycleaning.com.

7. Changes to This Policy

We may update this Privacy Policy periodically. Changes will be reflected on this page with a new "Effective Date."

8. Contact Us

If you have any questions or concerns, please contact:

Tivvy Cleaning

Email: info@tivvycleaning.com

Phone: [\(608\) 622-7766](tel:(608)622-7766)