

WHITEHOUSE SERVICES

PRIVACY POLICY

Scope of Application: State of Utah, USA

Last Updated: June 1, 2026

At WhiteHouse Services ("we", "us", "our", or the "Company"), we take the protection and confidentiality of the personal data of our users and clients ("you") very seriously. This Privacy Policy describes how we collect, use, disclose, and protect your information when you hire our professional residential and commercial cleaning services in the State of Utah, or when you interact with our website. This document has been drafted in compliance with business best practices and considering the privacy regulatory framework applicable in the State of Utah, including the transparency principles of the Utah Consumer Privacy Act (UCPA) where applicable to the nature of the services provided.

1. Information We Collect

In order to estimate, schedule, and effectively execute our cleaning services, we collect the following categories of information:

- **Identification and Contact Data:** Full name, email address, phone number, and billing address.
- **Service Location Data:** Physical address of the home or office where the professional cleaning tasks will be performed.
- **Property Details:** Specific data voluntarily provided by you, such as estimated square footage, number of bedrooms/bathrooms, presence of pets, property access codes (electronic locks or key lockboxes), and special cleaning instructions.
- **Financial and Billing Information:** Credit/debit card data or bank account information. This information is processed directly in an encrypted format through third-party payment gateways that comply with PCI-DSS regulations; WhiteHouse Services does not store your full financial credentials on its servers.
- **Web Usage Information:** IP addresses, essential session cookies, browser type, and interaction history with our platform to improve user experience.

2. Use of Information

We use the collected information exclusively for the following lawful and operational purposes:

- To schedule, coordinate, confirm, and accurately execute the contracted cleaning services.
- To process charges, issue invoices, and manage the Client's payment history.
- To send essential communications related to the service (for example: team arrival alerts, appointment reminders, or schedule changes due to force majeure).
- To handle support requests, complaints, or apply our 24-Hour Satisfaction Guarantee.
- To comply with legal obligations, tax regulations, and requirements from competent authorities in the State of Utah.

Important note on marketing: WhiteHouse Services does not sell, rent, or trade your personal data or client lists to third-party companies under any circumstances. If we send promotions, it will be strictly under your prior consent.

3. Disclosure of Information

We do not share your data with third parties, except in the following specific situations necessary for operations:

- **Essential Service Providers:** We share data with business partners who directly assist us in operating the business (for example, the online payment processor, the scheduling software system, and the SMS/Email notification software). These third parties are contractually obligated to process data solely under our instructions and to maintain strict confidentiality.
- **Operational Staff:** Our employees and cleaning contractors receive the minimum necessary data (name, address, and special cleaning notes) to perform the job optimally.
- **Legal Requirements:** We will disclose information if required to do so by law, a court order, or a regulation of the State of Utah or the federal government of the United States.

4. Your Rights Regarding Your Data

In accordance with modern privacy regulations and the principles established under Utah law (Utah Consumer Privacy Act - UCPA), you have the following rights regarding your personal information:

- **Right of Access and Confirmation:** To know what personal data we hold about you and confirm whether we are processing it.
- **Right to Rectification:** To request the correction or update of any inaccurate or incomplete data in our records (such as changes in phone numbers or service addresses).
- **Right to Deletion:** To request the erasure of your personal data once the cleaning service has concluded and legal accounting and tax retention periods have expired.
- **Right to Opt-Out:** To request that your data not be used for secondary purposes unrelated to the direct execution of the cleaning service (such as promotional emails).

To exercise any of these rights, you can directly contact our team by sending a written request to our official support email: m.paola@whitehouse.services.

5. Data Security and Retention

We implement reasonable technical, administrative, and physical commercial security measures to safeguard your data against unauthorized access, loss, alteration, or disclosure. Connections to our website and forms are protected using SSL/TLS encryption protocols.

We will retain your personal information only for as long as necessary to fulfill the purposes described in this Privacy Policy, or as required by the tax and commercial laws of the State of Utah (for example, for mandatory financial record retention).

6. Changes to this Privacy Policy

We reserve the right to update or modify this Privacy Policy at any time to reflect changes in our operational practices or legal adaptations. Any changes will take effect immediately upon publication on our website. We recommend reviewing this document periodically.

Contact Information:

Company: WhiteHouse Services

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