

Privacy Policy

Effective Date: July 5, 2026

Chevy Chase Quality Cleaning LLC ("Company," "we," "our," or "us") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, store, and safeguard your information when you visit our website at **www.ccqc.us**, request an estimate, schedule services, communicate with us, or otherwise interact with our business.

By using our website or services, you agree to the practices described in this Privacy Policy.

Company Information

Chevy Chase Quality Cleaning LLC

7106 Pomander Lane

Chevy Chase, MD 20815

Email: chevychasequalitycleaning@gmail.com

Phone: (240) 479-1015

Website: www.ccqc.us

Information We Collect

We may collect information that you voluntarily provide, including:

- Full name
- Email address
- Telephone number
- Property address
- Billing address
- Service address
- Photos you provide
- Property details
- Scheduling preferences
- Communications with our company
- Payment information (processed by third-party payment processors)

We may also automatically collect certain technical information, including:

- IP address
 - Browser type
 - Device information
 - Operating system
 - Referring website
 - Website usage information
 - Cookies and similar technologies
 - Geographic region
 - Session information
 - Marketing attribution information
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How We Collect Information

We may collect information when you:

- Visit our website
 - Submit a contact form
 - Complete a Facebook or Instagram Lead Form
 - Request an estimate
 - Book an appointment
 - Call us
 - Send a text message
 - Send an email
 - Communicate through online chat
 - Interact with AI-assisted chat or voice systems
 - Respond to advertisements
 - Subscribe to marketing communications
 - Leave reviews
 - Participate in promotions
 - Make payments
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How We Use Your Information

We may use your information to:

- Provide requested services
- Prepare estimates
- Schedule appointments
- Confirm appointments
- Process payments
- Respond to inquiries

- Deliver customer support
 - Send invoices
 - Communicate regarding projects
 - Improve our services
 - Operate our CRM
 - Maintain customer records
 - Provide AI-assisted customer support
 - Send appointment reminders
 - Send seasonal reminders
 - Send promotional offers
 - Send service updates
 - Request reviews
 - Prevent fraud
 - Protect our business
 - Enforce our agreements
 - Comply with legal obligations
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SMS Communications

By voluntarily providing your mobile phone number, submitting a contact form, scheduling service, or otherwise opting in, you consent to receive calls and text messages from Chevy Chase Quality Cleaning LLC regarding:

- Estimates
- Scheduling
- Appointment reminders
- Service updates
- Customer service
- Promotions
- Seasonal service reminders
- Marketing communications
- Review requests

Message frequency may vary.

Message and data rates may apply.

Consent to receive text messages is **not** a condition of purchasing any service.

You may opt out at any time by replying **STOP**.

For assistance, reply **HELP** or contact us at:

chevychasequalitycleaning@gmail.com

or

(240) 479-1015.

Email Communications

We may send emails relating to:

- Estimates
- Service reminders
- Invoices
- Promotions
- Seasonal offers
- News about our services

You may unsubscribe from marketing emails at any time using the unsubscribe link contained within those emails.

Payment Processing

We accept payment by:

- Credit card
- Check

Credit card transactions are securely processed through **Stripe**.

We do **not** store complete credit card numbers on our own servers.

Payment information is governed by the privacy and security practices of our payment processors.

Customer Relationship Management

We use customer relationship management ("CRM") software, including **GoHighLevel**, to manage customer information and communications.

Information stored in our CRM may include:

- Contact information
- Property information
- Communication history

- Estimates
 - Appointments
 - Invoices
 - Service history
 - Marketing preferences
 - Notes regarding customer requests
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Artificial Intelligence

We may use artificial intelligence ("AI") technologies to assist with:

- Customer service
- Scheduling
- Chat support
- Voice communications
- Appointment management
- Workflow automation
- Internal operations
- Customer communication

AI-assisted communications may be monitored or reviewed by human personnel for quality assurance, training, operational improvement, legal compliance, and customer service purposes.

Cookies and Similar Technologies

Our website may use:

- Cookies
- Pixels
- Web beacons
- Local storage
- Tracking technologies

These technologies help us:

- Improve website functionality
 - Analyze website traffic
 - Measure advertising performance
 - Personalize user experiences
 - Improve marketing efforts
 - Detect fraud
 - Maintain security
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Advertising

We may advertise through platforms including:

- Facebook
- Instagram
- Google
- Other advertising networks

Advertising partners may use cookies, pixels, or similar technologies to measure campaign performance and provide interest-based advertising.

Facebook Lead Forms

Information submitted through Facebook or Instagram Lead Forms is collected by us and may be imported into our CRM.

We use this information to:

- Contact you
 - Provide estimates
 - Schedule services
 - Send requested information
 - Conduct marketing communications
 - Improve customer service
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Third-Party Service Providers

We may share information with trusted service providers that assist in operating our business, including providers offering:

- Payment processing
- CRM services
- SMS messaging
- Email delivery
- Website hosting
- Cloud storage
- Marketing automation
- AI technologies
- Scheduling
- Customer communications
- Data backup

- Security services
- Professional advisors

These providers receive only the information reasonably necessary to perform services on our behalf.

Future Technologies

As our business grows, we may implement additional technologies including:

- Customer portals
- Financing providers
- Online scheduling systems
- AI assistants
- Additional CRM systems
- Additional payment processors
- Analytics platforms
- Advertising platforms
- Reputation management services
- Home service software

Your information may be used within these systems as reasonably necessary to operate our business.

Legal Disclosures

We may disclose information when necessary to:

- Comply with law
 - Respond to lawful requests
 - Protect our legal rights
 - Protect customer safety
 - Prevent fraud
 - Enforce our agreements
 - Protect our property
 - Protect our employees, contractors, and representatives
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Business Transfers

If Chevy Chase Quality Cleaning LLC is involved in a merger, acquisition, asset sale, financing, restructuring, bankruptcy, or similar transaction, customer information may be transferred as part of that transaction.

Data Security

We implement commercially reasonable administrative, technical, and physical safeguards intended to protect your information.

However, no method of electronic transmission or storage is completely secure.

Accordingly, we cannot guarantee absolute security.

Data Retention

We retain information for as long as reasonably necessary to:

- Provide services
- Maintain business records
- Resolve disputes
- Enforce agreements
- Meet legal requirements
- Improve operations

After information is no longer required, we may securely delete or anonymize it.

Your Privacy Rights

Depending on applicable law, you may request to:

- Access your personal information
- Correct inaccurate information
- Request deletion of information
- Withdraw marketing consent
- Opt out of promotional communications
- Request additional information regarding our privacy practices

Requests may be submitted to:

chevyCHASEqualitycleaning@gmail.com

Children's Privacy

Our website and services are not intended for individuals under eighteen (18) years of age.

We do not knowingly collect personal information from children.

Service Area

Our services are primarily offered within:

- Maryland
 - Virginia
 - Washington, D.C.
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External Links

Our website may contain links to third-party websites.

We are not responsible for the privacy practices or content of external websites.

Changes to This Privacy Policy

We reserve the right to modify this Privacy Policy at any time.

Updates become effective immediately upon posting the revised Privacy Policy on our website.

Continued use of our website or services constitutes acceptance of the revised Privacy Policy.

Contact Us

Questions regarding this Privacy Policy may be directed to:

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Chevy Chase, MD 20815

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