



Water Wizards Power Washing – Privacy Policy

Effective Date: Jan 6, 2026

Water Wizards Power Washing (“Water Wizards,” “we,” “us,” or “our”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal information when you interact with our website, services, and SMS communications.

1. Information We Collect

We may collect personal information including, but not limited to:

- Full name
- Phone number
- Email address
- Physical service address
- Billing and payment-related information
- Service history, job notes, and scheduling details
- Communication preferences and consent records

Information is collected through:

- Website forms and quote requests
- Scheduling and invoicing platforms
- Phone calls, emails, and SMS messages
- In-person service interactions

2. How We Use Personal Information

Collected information is used solely for legitimate business purposes, including:

- Providing, scheduling, and completing exterior cleaning services
- Communicating regarding appointments, access requirements, weather delays, and service updates
- Sending invoices, receipts, and account-related notifications

- Responding to customer inquiries and providing customer support
- Improving service quality and operational efficiency
- Sending limited promotional or service-related messages **only to customers who have provided consent**

3. SMS Communications & Consent

By opting in to SMS messaging from Water Wizards Power Washing, you agree to receive text messages related to:

- Appointment confirmations and reminders
- On-site arrival or service completion notifications
- Service access or safety issues (pets, vehicles, gates, utilities)
- Customer service communications
- Occasional promotional or seasonal service notices

SMS consent is not shared with third parties or affiliates.

Phone numbers collected for SMS purposes are used **only** by Water Wizards Power Washing for direct communication with customers.

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

For assistance, reply **HELP** or contact us directly.

4. Third-Party Service Providers

Water Wizards Power Washing uses reputable third-party software platforms to operate our business efficiently, including but not limited to:

- **Jobber** (scheduling, invoicing, client management)
- **ResponsiBid** (automated quoting and estimating)
- **Google Workspace** (email, calendars, document management)
- **SMS and communication providers** (such as RingCentral)

These providers may process or store personal information on our behalf. We only work with platforms that maintain their own security, privacy, and compliance standards.

5. Limitation of Responsibility for Third-Party Systems

While Water Wizards takes reasonable steps to protect personal information, **we do not own or control third-party platforms** used to manage scheduling, communication, invoicing, or data storage.

Water Wizards Power Washing **is not responsible for data breaches, service interruptions, or unauthorized access** caused by third-party software providers, hosting platforms, telecommunications carriers, or external cyber incidents beyond our reasonable control.

By using our services, you acknowledge and accept that:

- No digital system can be guaranteed 100% secure
- Risks inherent to electronic communications exist
- Liability for third-party system failures rests with those providers, not Water Wizards Power Washing

6. Information Sharing

We do **not** sell, rent, or trade personal information.

Information may be shared only:

- With third-party service providers necessary to operate our business
- When legally required by subpoena, court order, or regulatory authority
- To protect our rights, safety, property, or operations

All sharing is limited to what is reasonably necessary for the intended purpose.

7. Data Security Measures

We implement reasonable administrative, technical, and operational safeguards to protect personal information. However, **no method of transmission or storage is completely secure**, and Water Wizards cannot guarantee absolute security.

Customers acknowledge and accept these limitations when engaging with our services.

8. Your Rights & Choices

You may:

- Request access to or correction of your personal information
- Opt out of SMS messaging at any time by replying **STOP**
- Contact us to update communication preferences

Requests can be made using the contact information below.

9. Children's Privacy

Our services are not intended for individuals under 18. We do not knowingly collect personal information from minors.

10. Geographic Scope & Governing Law

This Privacy Policy applies to users located in the United States.

This policy is governed by the laws of the **State of South Carolina**, without regard to conflict-of-law principles.

11. Policy Updates

Water Wizards Power Washing reserves the right to update or modify this Privacy Policy at any time. Updates will be posted publicly with a revised effective date.

Continued use of our services constitutes acceptance of the updated policy.

12. Contact Information

Water Wizards Power Washing

4350 Waterview Circle
Charleston, SC 29418

 843-256-8838

 info@waterwizardspowerwashing.com

 <https://www.waterwizardspowerwashing.com/>

