

J. SAMMY HOME SERVICES LLC

PRIVACY POLICY

Effective Date: _____

J. Sammy Home Services LLC (“Company,” “we,” “us,” or “our”) respects your privacy. This Privacy Policy explains what information we collect through jsammyhomeservices.com and our quote/booking process (including platforms such as Jobber), how we use it, and the choices you have.

1. Information We Collect

a. Information You Provide

- Name, phone number, email address, and service/property address
- Description of the work requested
- Photos or video of the work area or issue that you submit for quoting purposes
- Payment information processed through our payment providers (we do not store full card numbers)
- Any other information you choose to provide in messages, forms, or during a job

b. Information Collected Automatically

- Basic technical information when you visit the Site, such as browser type, device type, and pages viewed, collected through standard website analytics tools

c. Information Collected On-Site

- Before-and-after photos or video of completed work, taken for documentation, warranty, and quality-assurance purposes

2. How We Use Your Information

- To provide quotes, estimates, and pricing
- To schedule, confirm, and perform booked work
- To communicate with you about your request, appointment, or job (including reminders and updates)
- To process payment for services
- To maintain job records, warranty documentation, and business records
- To request reviews or feedback after a completed job
- To improve our services, pricing accuracy, and Site
- To comply with legal obligations

3. Photos and Videos

Photos and videos submitted by you, or taken by Company during a job, are used to provide accurate quotes, document job conditions, support warranty claims, and maintain quality assurance. Company may also use job photos for business and marketing purposes (such as a portfolio or social media), but will not include your name, address, or other identifying information in any such use without your separate written consent.

4. How We Share Your Information

We do not sell your personal information. We may share information with:

- Service providers that support our business operations, such as scheduling/CRM platforms (e.g., Jobber), payment processors, and invoicing tools (e.g., Wave), solely to perform those functions on our behalf
- Professionals or contractors we refer you to, if your request falls outside our scope of work and you ask for a referral
- Government authorities or other parties, if required by law, subpoena, or legal process

5. Data Retention

We retain job records, photos, and related information for as long as reasonably necessary to support warranty obligations, business recordkeeping, accounting, and legal compliance, after which it may be deleted or archived.

6. Data Security

We take reasonable steps to protect the information you provide, including relying on reputable third-party platforms (such as Jobber and Wave) for storage and payment processing. However, no method of electronic storage or transmission is completely secure, and we cannot guarantee absolute security.

7. Your Choices and Rights

- You may request to review the personal information we hold about you
- You may request correction of inaccurate information
- You may request deletion of your personal information, subject to our legal and recordkeeping obligations (for example, completed job and payment records we are required to retain)
- You may opt out of marketing communications at any time by replying “STOP” to a text or by contacting us directly
- California residents have additional rights under the California Consumer Privacy Act (CCPA), to the extent applicable, including the right to know, delete, and opt out of the sale of personal information. We do not sell personal information

To exercise any of these rights, contact us using the information in Section 10 below.

8. Children's Privacy

Our services and Site are not directed to children under 18, and we do not knowingly collect personal information from children.

9. Changes to This Policy

We may update this Privacy Policy from time to time by posting a revised version on the Site. Continued use of the Site or our services after a revision constitutes acceptance of the updated policy.

10. Contact Us

If you have questions about this Privacy Policy or want to exercise any of the rights described above, contact:

J. Sammy Home Services LLC

4502 Iroquois Ave, Lakewood, CA 90713

jacob@jsammyhomeservices.com | (562) 480-9009