

# Privacy Policy & Terms of Service

**Effective Date:** May 15<sup>th</sup>, 2025

**Business Name:** Sunshine Peak Investments LLC DBA Bin Rescuers

**Business Address:** 1551 N Conrad Ave, Sarasota, FL 34237

**Website:** [www.binrescuers.com](http://www.binrescuers.com)

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## Privacy Policy

### 1. Information We Collect

We may collect the following types of personal information:

- Name, phone number, email address, and service address
  - Trash collection day preferences and subscription details
  - SMS and email opt-in status
  - Technical data such as IP address, browser type, and device info (via cookies/analytics)
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### 2. How We Use Your Information

We use your information to:

- Provide, schedule, and manage your bin cleaning services
  - Send service reminders, appointment confirmations, and customer support messages
  - Communicate promotions, company updates, or seasonal offers (if opted in)
  - Process payments and manage subscriptions
  - Improve website performance and customer experience
  - Comply with legal and regulatory requirements
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### 3. Sharing Your Information

We do **not sell, rent, or share** your personal information or opt-in data with any third parties or affiliates.

**No mobile opt-in or text message consent will be shared with third parties or affiliates.**

We may only share data with:

- Authorized service providers (e.g., email, SMS, CRM, or payment processors)
- Legal authorities, if required by law

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#### 4. Cookies & Tracking

We may use cookies and tracking tools (e.g., Google Analytics) to:

- Improve website functionality
- Analyze site usage
- Personalize the online experience

You can adjust your browser settings to disable cookies if preferred.

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#### 5. Your Rights & Choices

You may:

- Opt out of SMS by replying **STOP**
  - Opt out of emails by clicking **unsubscribe**
  - Request access to, correction, or deletion of your data
  - Contact us at **binrescuers@gmail.com** to make a data request
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#### 6. Children's Privacy

We do not knowingly collect or solicit personal information from children under the age of 13. If we learn that we have collected data from a child without verifiable parental consent, we will delete it immediately.

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#### 7. Data Security

We use industry-standard security measures to protect your information. While no method is 100% secure, we are committed to safeguarding your data and using secure platforms for all transactions and communications.

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#### 8. Payment Information

Payments are securely processed through trusted third-party platforms (e.g., Stripe, Square). We do not store your credit card information on our servers.

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## SMS Terms of Service

By opting in to receive SMS messages from Bin Rescuers, you agree to receive:

- **Conversational, informational, and promotional** text messages related to your services and offers.

### Message disclosures:

- **Message & data rates may apply**
  - **Messaging frequency may vary**
  - **Reply STOP** to unsubscribe
  - **Reply HELP** for support or email us at [binrescuers@gmail.com](mailto:binrescuers@gmail.com)
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## Terms of Service

### 1. Use of Services

By using our website or services, you agree to:

- Provide accurate and complete information
  - Use our services only for legal, personal purposes
  - Not misuse or interfere with our operations, systems, or equipment
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### 2. Billing & Subscription Terms

- Recurring subscriptions are billed monthly on the 1st of each month
  - Prepaid annual plans are billed once per year
  - You may cancel any time by notifying us **before the 1st** and **before your scheduled cleaning**
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### 3. Refund & Cancellation Policy

- No refunds for services already performed
- For annual plans: if canceled early, we will recalculate at the monthly rate and refund any remaining balance minus a \$2.50 service fee
- Free re-clean available if we are notified within **24 hours** of a service concern
- No refund if bins are inaccessible at time of service; credit may be issued at our discretion

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#### 4. Modifications


We reserve the right to update this Privacy Policy and Terms of Service at any time. Updates will be posted to our website, and continued use of services implies acceptance of any changes.


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#### Contact Us

##### **Sunshine Peak Investments LLC DBA Bin Rescuers**

 1551 N Conrad Ave, Sarasota, FL 34237

 Email: [binrescuers@gmail.com](mailto:binrescuers@gmail.com)

 Phone: 941-324-3410