



Privacy Policy

Effective Date: 12/01/2024

At 25th Hour Services, we value your trust and are committed to protecting your privacy. This Privacy Policy outlines how we collect, use, and safeguard your personal information when you interact with us, whether online or in person.

Information We Collect

We may collect the following types of personal information:

- **Personal Identifiable Information (PII):** Name, email address, phone number, and mailing address.
 - **Service Details:** Information related to property maintenance services, including work orders and service history.
 - **Payment Information:** Credit card details or bank account information for billing purposes.
 - **Usage Data:** When you visit our website, we may collect data such as IP addresses, browser type, and pages viewed.
 - **Communication Details:** Emails, text messages, or other interactions with our team.
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How We Use Your Information

The information we collect is used to:

1. **Provide Services:** Schedule, manage, and fulfill property maintenance requests.
2. **Process Payments:** Handle invoicing and payment processing securely.
3. **Improve Services:** Analyze service history to enhance customer experience.

4. **Communicate Updates:** Notify you about service appointments, promotions, or policy updates.
 5. **Ensure Security:** Detect and prevent fraud or unauthorized access.
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How We Share Your Information

We respect your privacy and only share your information as necessary to provide our services or comply with legal obligations:

- **Service Providers:** Trusted third parties that assist with operations, such as payment processors or IT support.
- **Legal Compliance:** When required by law or to protect the rights, property, or safety of 25th Hour Services, our clients, or others.
- **Confidentiality:** No mobile information will be shared with any third parties/affiliates for marketing/promotional purposes. All other categories exclude text messaging originator opt-in data and consent; this information will not be shared with or obtained by any third parties.
- **Opt Out:** If you wish to be removed from receiving future communications, you can opt out at any time by texting STOP or contacting us at Retail@my25hour.com.

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

Data Security

We implement robust security measures to protect your data:

- Encrypted payment processing systems.
 - Secure data storage with limited access.
 - Regular monitoring for security vulnerabilities.
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Your Choices

You have control over your personal information:

- **Access and Update:** Contact us to review or update your personal details.
- **Opt-Out:** Unsubscribe from promotional communications at any time by following the instructions in our emails or contacting us directly.
- **Data Deletion:** Request the deletion of your personal data, subject to legal or contractual obligations.

Cookies and Tracking

Our website uses cookies and similar technologies to enhance your browsing experience. You can manage cookie preferences through your browser settings.

Children's Privacy

Our services are not directed toward individuals under the age of 13, and we do not knowingly collect personal information from children.

Updates to This Policy

We may update this Privacy Policy from time to time. Changes will be effective when posted on our website, with the updated date noted at the top.

Contact Us

For questions or concerns about your privacy, please contact us:

25th Hour Services

8030 Reading Rd Ste 8

513-531-3700

Retail@my25hour.com

This Privacy Policy reflects our commitment to transparency and integrity in handling your personal information. Thank you for trusting 25th Hour Services.
