

# Privacy Policy

**Effective Date:** Jan 1, 2026

Your Place Property Services (“Your Place”, “we”, “our”, or “us”) is committed to protecting your privacy. This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal information when you visit our website or engage with our services.

## 1. Information We Collect

We collect personal information to provide high-quality services, communicate effectively, and uphold our values as a mission-driven social enterprise.

Information we may collect includes:

- **Contact Information:** Name, phone number, email address, and property address.
- **Service Information:** Details about your property, requested services, job notes, and scheduling preferences.
- **Payment Information:** Payment method and invoice records (processed through secure third-party providers).
- **Communication History:** Emails, contact form submissions, phone call records, and SMS messages.
- **Website Usage Data:** IP address, browser type, referral source, and general site interaction via cookies or analytics tools.

## 2. How We Use Your Information

We use your information to:

- Provide quotes and deliver property services.
- Communicate service updates, visit reminders, and invoices.
- Respond to questions or concerns via phone, email, or SMS.
- Share occasional updates about the social impact of your purchases (you may opt out at any time).
- Improve our website, services, and customer experience.

## 3. Sharing of Information

We do **not** sell or rent your personal information to third parties.

We may share limited data with trusted third-party service providers (e.g., scheduling software, payment processors, email platforms) solely to carry out services on our behalf.

We may also disclose your information when required by law or to protect the rights, safety, or property of Your Place, our team, or our clients.

#### 4. Data Storage and Security

We use secure systems and take reasonable measures to protect your information from unauthorized access, loss, or misuse. While no method of data transmission is 100% secure, we are committed to upholding your privacy with care and integrity.

#### 5. Your Rights and Choices

You may:

- Request access to or correction of your personal information.
- Opt out of social impact-related communications (this does not affect service-related messages).
- Ask us to delete your data, unless required for legal or operational reasons.

To make a request, contact us at [insert contact email or form link].

#### 6. Children's Privacy

Our website and services are not intended for individuals under the age of 16. We do not knowingly collect personal information from children.

#### 7. Website Analytics, Cookies, and Advertising

We use tools such as Meta Pixel, Google Analytics, and similar technologies to understand how visitors interact with our website, track performance, and deliver relevant messaging to interested individuals.

These tools may collect data such as your IP address, pages visited, browser type, and referring websites. This data is used in aggregate form and helps us improve both our site and marketing efforts.

You can manage your cookie preferences through your browser settings or opt out of personalized advertising through services like [YourAdChoices](#).

## 8. SMS Terms & Conditions

Your Place Social Enterprises Ltd. ("we," "us," or "our") offers SMS text message notifications to customers who have opted in to receive them.

### Program Description

By opting in, you consent to receive transactional SMS text messages from **[BUSINESS NAME]** regarding your landscaping and/or arborist services. Messages may include:

- Upcoming visit reminders and pre-arrival notifications
- Appointment reschedule notices
- Post-visit service summaries and completion confirmations
- Estimate availability notifications
- Invoice availability notifications

These messages are sent for service and operational purposes only.

### Message Frequency

Message frequency varies based on your scheduled services and account activity. You may receive multiple messages per week during active service periods.

### Costs

Message and data rates may apply depending on your mobile carrier and plan. Your Place Social Enterprises Ltd. does not charge for SMS notifications.

### Opt-Out

You may opt out of receiving SMS messages at any time by replying **STOP** to any message you receive from us. After opting out, you will receive a single confirmation message and no further SMS messages will be sent. To re-enroll, reply **START** or contact us directly.

### Help

For help, reply **HELP** to any message, or contact us at:

- **Phone:** (250) 920-6243
- **Email:** [paull@yourplacevictoria.ca](mailto:paull@yourplacevictoria.ca)

### Eligibility

SMS messaging is available to customers in the United States and Canada who have provided a valid mobile phone number and consented to receive messages.

## 9. Privacy Policy — SMS Data

Your Place Social Enterprises Ltd. is committed to protecting the privacy of your personal information, including data collected as part of our SMS messaging program.

### Information We Collect

When you opt in to our SMS program, we collect:

- Your name and mobile phone number
- Records of messages sent and received
- Your opt-in and opt-out status and timestamps

### How We Use Your Information

Your mobile number and opt-in data are used solely to send you the transactional SMS messages described in our Terms & Conditions above. We do not use your mobile information for any marketing or promotional purpose.

### Information We Do Not Share

**No mobile information — including your phone number and SMS opt-in consent — will be shared with, sold to, or disclosed to any third parties or affiliates for marketing or promotional purposes at any time.**

Information may be shared only with subcontractors or service providers acting on our behalf in direct support of our operations (for example, our SMS delivery platform), solely for the purpose of delivering messages to you. These parties are contractually prohibited from using your data for any other purpose.

All other use case categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

### Data Retention

We retain your mobile number and consent records for as long as you remain a customer or as required by applicable law.

### Your Rights

You may request access to, correction of, or deletion of your personal data by contacting us at:

- **Phone:** (250) 920-6243
- **Email:** [paull@yourplacevictoria.ca](mailto:paull@yourplacevictoria.ca)
- **Mailing Address:** 1027 Pandora Ave, Victoria, BC V8V 3P6

## 10. Updates to This Policy

This policy may be updated periodically. When changes are made, the “Effective Date” at the top of this page will be revised. Significant changes will be communicated to clients as needed.

## 11. Contact Us

If you have any questions about this policy or how we handle your information, please contact:

**Email:** [office@yourplacevictoria.ca](mailto:office@yourplacevictoria.ca)

**Office Phone:** 778-817-1672

**Address:** 1027 Pandora Ave. Victoria, BC, V8V 3P6