

# Cleasy Privacy Policy

## As of November 8, 2023

### Your privacy rights

Cleasy respects the privacy of our users and has developed this Privacy Policy to demonstrate its commitment to protecting your privacy. This Privacy Policy is intended to describe to you, as an individual who is a user of Cleasy.com and/or [mejorarnet.com](http://mejorarnet.com) (and all websites and URLs controlled or operated by Cleasy, LLC. that link to this policy, unless otherwise specified.) ) or our services, or provide information to us through various means: the information we collect, how that information may be used, with whom it may be shared, and your choices about such uses and disclosures.

We encourage you to read this Privacy Policy carefully when using our website or services or transacting business with us. By using our website, you are accepting the practices described in this Privacy Policy.

If you have any questions about our privacy practices, please see the end of this Privacy Policy for information on how to contact us.

### Information we collect about you

In General. We may collect personally identifiable information, such as your name and email address, and other information that does not identify you. When you provide personal information through our website, the information may be sent to servers located in the United States and other countries around the world.

☐ Information you provide. We may collect and store any personal information that you enter on our website or otherwise provide to us. This includes identifying information, such as your name, address, email address, telephone number, credit card information and other personally identifiable information.

☐ Information from other sources. We may also periodically obtain personal and non-personal information about you from other companies, business partners, contractors and other third parties. Examples of information we may receive include: updated delivery and address information, purchase history and additional demographic information.

Use of cookies and other technologies to collect information. We use various technologies to collect information from your computer and about your activities on our site.

☐ Information Collected Automatically. We automatically collect information from your browser when you visit our website. This information includes

your IP address, browser type and language, access times, the contents of any cookies retrieved that your browser has previously accepted from us (see "Cookies" below) and the referring website address.

☐ Cookies. When you visit our website, we may assign your computer one or more cookies to facilitate access to our site and personalize your online experience. Through the use of a cookie, we may also automatically collect information about your online activity on our site, such as the web pages you visit, the links you click, and the searches you perform on our site. Most browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies. If you choose to decline [cookies](#), please note that you may not be able to sign in or use some of the interactive features offered on our website.

☐ Other Technologies. We may use standard Internet technology, such as [web beacons](#) and other similar technologies, to track your use of our site. We may also include web beacons in promotional [or other] e-mail messages or newsletters to determine whether messages have been opened and acted upon. The information we obtain in this way allows us to customize the services we offer to our website visitors to deliver targeted advertisements and to measure the overall effectiveness of our advertising, content, programming or other online activities.

☐ Information Collected by Third Parties. We may allow third parties, including our authorized service providers, advertising companies and ad networks, to display advertisements on our site. These companies may use tracking technologies, such as [cookies](#), to collect information about users who view or interact with their advertisements. Our website does not provide any personal information to these third parties. This information allows them to serve targeted advertisements and measure their effectiveness. You can choose whether to receive interest-based advertising by submitting opt-out choices. Some of the advertisers and service providers that provide advertising-related services to us and third parties. To learn more about how you can exercise certain choices with respect to interest-based advertising, including the use of cross-device data to serve ads,

visit <http://www.aboutads.info/choices/> y <http://www.aboutads.info/appchoices> for information about the DAA's opt-out program specifically for mobile apps (including the use of precise location for third-party ads). Some of these companies may also be members of the Network Advertising Initiative ("NAI"). Please note that even if you can opt out of certain types of interest-based advertising, you may continue to receive other types of ads. Opting out only means that those selected members should no longer provide you with certain interest-based

advertising, but it does not mean that you will no longer receive any targeted content and/or advertisements (e.g., from other ad networks). In addition, if your browsers are set to reject cookies when you visit these opt-out web pages, or if you subsequently delete your cookies, use a different device or web browser, or use a non-browser-based method of access (e.g., a mobile application), your NAI/DAA browser-based opt-out may not be effective or may no longer be effective.

## How we use the information we collect

In general. We may use the information we collect about you to:

- ☐ deliver the products and services you have requested;
- ☐ manage your account and provide customer service;
- ☐ conduct research and analysis about your use of or interest in our products, services or content, or products, services or content offered by others;
- ☐ communicate with you by email, postal mail, telephone and/or mobile devices or send you newsletters about products or services that may be of interest to you from us;
- ☐ communicate with you regarding partially completed service requests;
- ☐ develop and display content and advertising tailored to your interests on our site and other sites;
- ☐ verify eligibility and award prizes in connection with contests and sweepstakes;
- ☐ conduct background investigations, which may include the use of third parties, of Service Professionals;
- ☐ enforce our terms and conditions;
- ☐ publicly display comments, ratings and reviews and other content provided by you;
- ☐ manage our business; and
- ☐ perform functions otherwise described to you at the time of collection.

Financial and Payment Information. For our contractors ("Service Professionals"), we may use financial information or payment method to process payment for any purchases made on our website, to enroll you in discounts, rebates and other programs in which you choose to participate, other offers that may be of interest to you, to pre-qualify Service Professionals to participate in our contractor network, to protect you or identify potential fraudulent transactions, and otherwise as necessary to administer our business. For consumers, we may use credit card information to process payment for any payments made on our website.

## With whom we share your information

We want you to understand when and with whom we may share personal or other information we have collected about you or your activities on our website or while using our services.

Personal Information. We do not share your personal information with others, except as indicated below or when we tell you and give you the opportunity to opt out of having your personal information shared. We may share personal information with:

☐ Authorized Service Providers: We may share your personal information with our authorized service providers who perform certain services on our behalf. These services may include fulfilling orders, processing credit card payments, delivering packages, providing customer service and marketing assistance, performing business and sales analysis, supporting our website functionality, and supporting contests, sweepstakes, surveys and other features offered through our website or performing background checks on service professionals. We may also disclose information to collection and/or credit agencies for past due Service Professional accounts. These service providers may have access to personal information needed to perform their functions, but are not authorized to share or use such information for any other purpose.

☐ Marketing Affiliates: When you refer to us through an external marketing affiliate, we may share your email address and other information you provide with that marketing affiliate.

☐ Business Partners: When you make purchases, reservations or participate in promotions offered through our website or our services, we may share personal information with companies with whom we partner to provide you with those products, services, promotions, contests and/or sweepstakes. When you choose to participate in a particular merchant's offer or program, you authorize us to provide your e-mail address and other information to that merchant.

☐ Service Professionals. We match your information and service request to our list of service professionals. When you submit a service request through our website, you agree to allow us to provide your personal information and request to the service professionals we link to your request. Sharing this information with the service professionals allows them to contact you using the email address or other contact information you provided. In addition, we have other approved contractual partners who fulfill service requests or who use their own service professionals to supplement our network, and we share your information with them to attempt to provide the requested services. If you use our services pursuant

to a membership with one of our partners, Cleasy may share your service request activity information with that partner.

☐ Direct Mail Partners. From time to time we may share our mailing list with selected suppliers of goods and services that may be of interest to you.

We may also disclose your information:

☐ In response to a subpoena or similar investigative demand, a court order, or a request for cooperation from a law enforcement or other government agency; to establish or exercise our legal rights; to defend against legal claims; or as otherwise required by law. In such cases, we may raise or waive any legal objection or right available to us.

☐ When we believe disclosure is appropriate in connection with efforts to investigate, prevent or take other action regarding illegal activities, suspected fraud or other wrongdoing; to protect and defend the rights, property or safety of our company, our users, our employees or others; to comply with applicable law or cooperate with authorities; or to enforce our website terms and conditions or other agreements or policies.

☐ In connection with a material corporate transaction, such as the sale of our business, a divestiture, merger, consolidation or asset sale, or in the unlikely event of bankruptcy.

For service professionals, we may share your business contact information with third parties, including, but not limited to, the business name, address, telephone number, email address, and business owner's name.

Any third parties to whom we may disclose personal information may have their own privacy policies that describe how they use and disclose personal information. Those policies will govern the use, handling and disclosure of your personal information once we have shared it with those third parties as described in this Privacy Policy. If you would like more information about their privacy practices, we encourage you to visit the websites of those third parties. These entities or their servers may be located inside or outside the United States.

**Aggregate and Non-Personal Information.** We may share aggregated, non-personal information we collect under any of the above circumstances. We may combine non-personal information we collect with additional non-personal information collected from other sources. We may also share aggregated information with third parties, including advisors, advertisers and investors, for general business analysis purposes. For example, we may report to our advertisers the number of visitors to our website and the most popular features or services accessed. This information does not contain any personal information and may be used to develop website

content and services that we hope you and other users will find of interest and to target content and advertising.

## How you can access your information

You can review and update your personal information by contacting us. More information on how to contact us is provided below.

Service Professionals may also choose to deactivate their account by contacting [clientservices@cleasy.us](mailto:clientservices@cleasy.us). After deactivating your account, you will not be able to log in to our website or access your personal information. However, you may open a new account at any time. If you deactivate your account, we may still retain certain information associated with your account for analytical purposes and to maintain the integrity of records, as well as to prevent fraud, collect fees owed, enforce our terms and conditions, take such actions as we deem necessary to protect the integrity of our website or our users, or take other actions permitted by law. With respect to service professionals and consumers, if certain information has already been provided to third parties as described in this Privacy Policy, the retention of that information will be subject to the policies of those third parties.

Your choices about the collection and use of your information

☐ At any time, a consumer user may opt-out of receiving any further commercial or promotional emails or newsletters from us by logging into his or her user account and opting out. You will also be given the opportunity, in any commercial email we send you, to opt-out of receiving such messages by simply clicking on the unsubscribe link in the footer of any email from us or contact us at [clientservices@cleasy.us](mailto:clientservices@cleasy.us). It may take up to 10 days for us to process an opt-out request. We may send you other types of transactional and relationship email communications, such as service announcements, administrative notices and surveys, without offering you the opportunity to opt-out of receiving them.

☐ If you prefer that we not share your postal mailing information with these selected providers of goods and services that may be of interest to you, you may notify us at any time by emailing us at [clientservices@cleasy.us](mailto:clientservices@cleasy.us).

## Blogs, bulletin boards, reviews and chat rooms.

We may provide areas on our websites where you can post information about yourself and others and communicate with others, as well as post reviews of products, establishments, contractors and the like, or upload content (e.g., images, videos, audio files, etc.). Such postings are governed by our Terms of Use. In addition, such postings may appear on



other websites or when searching on the subject of your posting. In addition, whenever you voluntarily disclose personal information on publicly viewable web pages, that information will be publicly available and may be collected and used by others. For example, if you post your e-mail address, you may receive unsolicited messages. We cannot control who reads your posting or what other users may do with the information you voluntarily post, so we encourage you to exercise discretion and caution with respect to your personal information. Once you have posted information, you may not be able to edit or remove it.

### children's privacy

Our website is a general audience site and we do not knowingly collect personal information from children under the age of 13.

### Visiting our websites from outside the United States

This Privacy Policy is intended to cover the collection of information on our website from residents of the United States. If you are visiting our website from outside the United States, please note that your information may be transferred to, stored and processed in the United States, where our servers are located and our central database is operated. Data protection and other laws in the United States and other countries may not be as comprehensive as those in your country. By using our services, you understand that your information may be transferred to our facilities and to those third parties with whom we share it as described in this privacy policy.

### No third party rights

This Privacy Policy does not create any rights enforceable by third parties or require the disclosure of any personal information relating to users of the website.

### Changes to this Privacy Policy

We will occasionally update this Privacy Policy to reflect changes in our practices and services. When we post changes to this Privacy Policy, we will revise the "last updated" date at the top of this Privacy Policy. If we make any material changes in the way we collect, use and/or share your personal information, we will notify you by posting the updated policy on our website, with a link indicating that the policy has been updated. We encourage you to check our website from time to time to learn of any changes to this Privacy Policy or any of our other policies.

## How to contact us

If you have any questions about this Privacy Policy or our information handling practices, or if you would like to request information about our disclosure of personal information to third parties for their direct marketing purposes, please contact us by e-mail or postal mail as follows:

Privacy Policy Inquiry

Cleasy LLC

33999 Sorrel Mint Dr

Wesley Chapel, FL

[clientservices@cleasy.us](mailto:clientservices@cleasy.us)