

PRIVACY POLICY

1. Introduction

Montclair Community Clinic is committed to protecting your privacy.

This Privacy Policy describes:

- What personal information is collected,
- How it is used,
- Whether and how consumers' opt-in information is shared.

By using our website or services, you consent to the practices described below.

2. What Personal Information We Collect

We may collect the following categories of personally identifiable information:

- **Contact information:** name, email address, phone number, billing/shipping address.
- **Device & usage data:** IP address, browser type/version, device type, pages visited, date/time stamps.
- **Service data:** details you provide when requesting quotes, scheduling cleanings, or paying for services.
- **Mobile data:** your device ID, mobile carrier, and location when you access our services via mobile.

3. How We Use Your Personal Information

We use collected information to:

1. Provide and fulfill services – process bookings, payments, estimates, scheduling.
2. Enhance user experience – personalize content and optimize our website.
3. Communications – respond to inquiries, send updates, confirmations, reminders.
4. Operational & legal – fulfill contracts, comply with legal obligations, detect/prevent fraud.

5. Cookies & Tracking Technologies

We use cookies, web beacons, tags, and scripts to:

- Support essential site functionality;
- Remember preferences;
- Analyze site performance and usage.

You can control cookies via your browser settings.

6. How We Store & Protect Your Data

Your information is stored securely on encrypted servers and accessed only by authorized personnel and service providers who follow this Privacy Policy. While we use industry-standard safeguards, no system is completely secure.

7. Data Sharing & Disclosure

SMS opt-in and phone numbers collected for SMS consent will not be shared with any third party or affiliate company.

We may share your information with: Service providers: for analytics, communications, and payment processing.

Legal authorities: to comply with legal requirements or to protect rights and safety.

We do not sell or lease your personal info to third parties.

8. Retention of Your Data

We retain your personal information only as long as needed for business purposes, legal obligations, dispute resolution, fraud prevention, or as required by law.

9. Your Rights & Choices

You may:

- **Access, update, correct, or delete your personal information—contact us at the email below.**
- **Control cookies through browser settings.**

10. Changes to this Policy

Any changes will be posted here, and if materially significant, we'll notify you via email or website notification, updating the “Last Updated” date.

11. Contact Us

For questions or privacy requests, please reach out:

Montclair Community Clinic

Email: support@montclaircommunityclinic.com

Phone: (909) 972-0924

Address: 9655 Monte Vista Ave, Suite 402A, Montclair CA 91763