

ezHOMESERVICE PRIVACY DISCLOSURES

Information Collection & Use

Registration

In order to use this Web site, you must first complete the registration form and create a user name and password. During registration you are required to give contact information (such as name and email address). We use this information to contact you about the services on our site in which you have expressed interest.

ezHomeService is the sole owner of the information collected on ezHomeService.com. ezHomeService collects personally identifiable information from our users at several different points on our Web site.

Orders

If you purchase a product or service from us, we request certain personally identifiable information from you on our order form. You must provide contact information (such as name, email, and billing address) and financial information (such as credit card number, expiration date).

We use this information for billing purposes and to fill your orders. If we have trouble processing an order, we will use this information to contact you.

No information regarding credit cards numbers, expiration dates, or security codes is maintained on ezHomeService.com beyond the submission of the transaction.

Uses of Information

Service Requests

ezHomeService matches Service Requesters with Service Providers. The contact information provided by a Service Requester is made available to the Service Providers. Included in this contact information is the Requester's Name, Address, Service Address, Telephone Number(s), and eMail address. Only registered Service Provider members receive a Requester's information. When this information is made available to a Service Provider, the Service Requester is notified via email and is provided with the Service Provider's name, address, telephone number(s), and email address as collected during the registration process.

Historical activity for both Service Requesters and Service Providers is also maintained on ezHomeService.com. This information is available to both the Requester/Provider who supplied the information, and also between any registered parties that have shared this information. For example, the contact information from a service request that was made available to a Service Provider is retained and available historically to the Service

Provider. Conversely, Service Provider contact information for all providers that have received a Service Requester's contact information is also available to the Service Requester.

Vendor/Contractor Search

ezHomeService.com provides a Vendor/Contractor search facility* made available to visitors of the web site. A visitor can search our Service Provider membership profile based on type of service and service area (county and state). Service Provider contact information matching the search criteria is returned to the visitor performing the search.

*Service Provider participation in the search facility is governed by membership level.

Communications from the Site

Service-related Announcements

We will send you strictly service-related announcements on rare occasions when it is necessary to do so. For instance, if our service is temporarily suspended for maintenance, we might send you an email.

Generally, you may not opt-out of these communications, which are not promotional in nature.

Customer Service

Based upon the personally identifiable information you provide us, we will send you a welcoming email to verify your username and password. We will also communicate with you in response to your inquiries, to provide the services you request, and to manage your account. We will communicate with you by email or telephone, in accordance with your wishes.

Profile

We store information that we collect through cookies, log files, and our database. We tie your personally identifiable information, and your service history, to information in the profile, in order to provide tailored promotions and marketing offers and to improve the content of the site for you.

We do not share your profile with other third parties except as it pertains to our service as explained in Uses of Information.

Information Sharing and Disclosure

Aggregate Information (non-personally identifiable)

We do not share aggregated demographic information about our user base with our partners and advertisers

Personally identifiable information:

We DO NOT Share Personally Identifiable Information with Third Parties

Agents

We use a credit card processing company to bill our member Service Providers for goods and services. These companies do not retain, share, store or use personally identifiable information for any other purposes. No credit card information is retained on ezHomeService.com.

Legal Disclaimer

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or to comply with a judicial proceeding, court order, or legal process served on our Web site

Choice/Opt-out

We do not share your personally identifiable information with anyone except as it pertains directly to our service. Because of this, there is no Choice/Opt-out opportunity.

Log Files

As is true of most Web sites, we gather certain information automatically and store it in log files. This information includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, and clickstream data.

We use this information, which does not identify individual users, to analyze trends, to administer the site, to track users' movements around the site and to gather demographic information about our user base as a whole.

We do not link this automatically-collected data to personally identifiable information.

Cookies

A cookie is a small text file that is stored on a user's computer for record-keeping purposes. We use cookies on this site. We do link the information we store in cookies to any personally identifiable information you submit while on our site.

We use both session ID cookies and persistent cookies. We use session cookies to make it easier for you to navigate our site. A session ID cookie expires when you close your browser. A persistent cookie remains on your hard drive for an extended period of time. You can remove persistent cookies by following directions provided in your Internet browser's "help" file.

We set a persistent cookie to store your passwords, so you don't have to enter it more than once. Persistent cookies also enable us to track and target the interests of our users to enhance the experience on our site.

This privacy statement covers the use of cookies by ezHomeService.com only and does not cover the use of cookies by any advertisers.

Links to Other Sites

This Web site contains links to other sites that are not owned or controlled by ezHomeService. Please be aware that we, ezHomeService, are not responsible for the privacy practices of such other sites.

We encourage you to be aware when you leave our site and to read the privacy statements of each and every Web site that collects personally identifiable information.

This privacy statement applies only to information collected by this Web site.

Access to Personally Identifiable Information

If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, or deactivate it by making the change on our member profile page or by emailing Service@ezHomeService.com

Security

The security of your personal information is important to us. When you enter sensitive information (such as credit card number and/or social security number) on our service provider forms, we encrypt that information using secure socket layer technology (SSL).

We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

If you have any questions about security on our Web site, you can send email us at Service@ezHomeService.com

Business Transitions

In the event ezHomeService goes through a business transition, such as a merger, acquisition by another company, or sale of all or a portion of its assets, your personally identifiable information will likely be among the assets transferred. You will be notified via email of any such change in ownership or control of your personal information.

Changes in this Privacy Statement

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by email, or by means of a notice on our home page.

Contact Us

If you have any questions or suggestions regarding our privacy policy, please contact us at: Service@ezHomeService.com