

Privacy Policy

Effective Date: May 1 2025

Company Name: Orb Solutions

Contact Email: support@orbpest.com

Contact Phone: 425 610 7770

1. Introduction

Orb Solutions is committed to respecting your privacy and safeguarding your personal and financial information. This Privacy Policy explains how we collect, use, share, and protect your information when you make payments—either one-time or recurring—using ACH, credit, or debit cards through **Stripe** or **QuickBooks Payments**.

This policy complies with:

- Washington Consumer Protection Act (RCW 19.86)
- Federal Electronic Funds Transfer Act
- CAN-SPAM Act (marketing)
- Other applicable state and federal laws

2. Information We Collect

We may collect:

- Full name
- Email address and phone number
- Billing and service address
- Payment method
- Payment history and service descriptions
- Device/IP/browser data
- Marketing preferences

We **do not store** full card or bank account numbers. Payments are processed by third-party providers.

3. How We May Use Your Information

We may use your information to:

- Process payments
- Deliver services
- Manage accounts and billing
- Prevent fraud
- Comply with tax and legal obligations
- Send service or marketing communications

4. Third-Party Payment Processors

Payments are securely processed via:

- **Stripe** — <https://stripe.com/privacy>
- **QuickBooks Payments** — <https://www.intuit.com/privacy>

We do not control or store sensitive financial data. These providers are PCI-DSS compliant. (Payment processors may added or changed)

5. Data Retention

We retain minimal information required for:

- Legal/tax records (typically 7 years)
- Customer support or disputes
- Internal analytics or fraud prevention

6. Sharing of Information

We **do not sell your data**. However, we may share information, as permitted by law, with:

- Payment processors (Stripe/QuickBooks)
- Contracted vendors or consultants (under confidentiality)
- Marketing or email platforms (acting on our behalf)
- Government or legal authorities when required

7. Security & Limited Liability

We use commercially reasonable safeguards such as SSL encryption, secure servers, and access controls.

However, no system is completely secure. [Orb Solutions LLC] makes no guarantees and assumes no responsibility or liability for any unauthorized access, breach, or loss of your data — including through third-party services such as Stripe or QuickBooks.

By using our services, you agree that [Orb Solutions LLC] is not liable for any damages resulting from data breaches, hacks, or cyberattacks.

8. Your Rights (Washington State Residents)

You have the right to:

- Access your personal information
- Request corrections or deletions
- Opt out of non-essential uses (e.g., marketing)

To submit a privacy request, contact us at **support@orbpest.com**

9. Marketing Communications

We may use your contact info to send:

- Updates or promotions

- Surveys or service notices
- New service announcements

You may opt out at any time via “unsubscribe” links or by emailing **support@orbpest.com**

10. Policy Updates

We may update this Privacy Policy to reflect legal or operational changes. Updates will be posted with a new “Effective Date.” Continued use of services confirms acceptance of changes.

11. Contact Us

For privacy-related questions or requests, please contact:

Orb Solutions

Email: support@orbpest.com

Phone: 425 610 7770