

Privacy Policy

Last Updated: April 26, 2026

Flare Bed Bug Specialists (“we,” “us,” or “our”) respects your privacy. This policy explains what information we collect, how we use it, and your rights regarding that information.

What Information We Collect

When you book a service or start the booking process, we collect:

- Your name
- Phone number
- Address (including city and zip code)
- Email address
- Appointment date and time preferences

We do not collect information from children under 13, and our services are not directed at minors.

How We Use Your Information

We use your information to:

- Schedule and confirm your appointment
- Contact you about your upcoming service
- Communicate during treatment if needed (locating your home, weather delays, etc.)
- Send a service report after your treatment
- Follow up if you started but didn’t complete the booking process (you can opt out of these emails at any time)

We do not sell, rent, or share your personal information with anyone.

Payment Processing

We accept payment in person at the time of service via Square, CashApp, Venmo, or cash. Payment is processed directly through these services. We do not store your payment card details on our servers.

Service Video Recording

For liability protection of both you and our team, we record POV video during treatment. This provides a complete visual record of the service if questions arise later.

- Videos are stored securely and are not shared unless you request a copy
- Videos are retained unless you request deletion
- You may decline video recording, but doing so limits our ability to investigate any damage claims related to the service

Abandoned Booking Emails

If you begin the booking process but don't complete it, we may send up to two follow up emails to see if you're still interested. You can unsubscribe from these emails at any time, and removal is immediate.

Text Messages

We only text you if:

- You text us first, or
- We need quick clarification during your appointment (finding your location, weather updates, service issues)

We do not send marketing texts.

How We Store Your Information

Your information is stored securely on our server. We do not use third party analytics or tracking tools on our website.

How Long We Keep Your Information

We retain your information for as long as our business operates so we can reference past service history if you need us again. However, you can request deletion of your information at any time (see below).

Your Rights

You have the right to:

- Access your information and request a copy of what we have about you
- Correction of any incorrect information
- Deletion of your information from our records
- Unsubscribe from follow up emails at any time

To exercise any of these rights, contact us at contact@flarebedbug.com or call (918) 346-0903.

Changes to This Policy

If we make changes to this policy, we'll update the "Last Updated" date at the top. We encourage you to review this page periodically.