

## Privacy Policy

At **Xtreme shine auto care**, we value and respect your privacy. This Privacy Policy outlines how we collect, use, and protect your personal information when you visit our website, use our services, or interact with us in any way. By using our services, you consent to the practices described in this policy.

### 1. Information We Collect

We collect the following types of personal information:

- **Personal Identification Information:** Name, email address, phone number, and mailing address.
- **Payment Information:** Credit card details, billing address, and payment method (processed securely through a third-party payment gateway).
- **Vehicle Information:** Vehicle make, model, year, and details regarding the services requested.
- **Usage Data:** Information about how you interact with our website, including your IP address, browser type, device information, and activity on our site (such as pages visited and services booked).

### 2. How We Use Your Information

We use your personal information to:

- Provide the services you request, including scheduling and delivering mobile car detailing.
- Process payments and handle billing.
- Communicate with you regarding service updates, promotions, and offers.
- Improve our website and service offerings based on user behavior and feedback.
- Respond to customer service inquiries and resolve issues or concerns.
- Comply with legal and regulatory obligations.

### 3. How We Protect Your Information

We implement a variety of security measures to maintain the safety of your personal information. These measures include:

- Secure servers and encrypted communication (SSL/TLS) for all sensitive data transactions.
- Restricted access to personal data for authorized personnel only.
- Regular monitoring and auditing of systems to detect and address potential security risks.

Despite these measures, no online data transmission or storage is 100% secure. We cannot guarantee the absolute security of your information, but we are committed to doing everything possible to protect it.

#### 4. Sharing Your Information

We do not sell, trade, or rent your personal information to third parties. However, we may share your data with the following:

- **Service Providers:** We may share your information with trusted third-party vendors who assist us in operating our website, processing payments, and delivering our services (e.g., payment processors, website hosting, etc.). These third parties are obligated to maintain the confidentiality and security of your information.
- **Legal Requirements:** We may disclose your information to comply with legal obligations, enforce our site policies, or protect our rights, property, and safety.
- **Business Transfers:** In the event of a merger, acquisition, or sale of business assets, your personal information may be transferred to the new owner as part of the transaction.

#### 5. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your experience on our website. These technologies allow us to:

- Remember your preferences and settings.
- Analyze website traffic and trends.
- Provide personalized content and advertisements.

You can adjust your browser settings to reject cookies or alert you when cookies are being sent, but please note that some website features may not function properly without them.

#### 6. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of these websites. We encourage you to review the privacy policies of any third-party sites you visit.

#### 7. Your Rights and Choices

You have the following rights regarding your personal information:

- **Access:** You can request a copy of the personal information we hold about you.
- **Correction:** You can request corrections to any inaccurate or incomplete information.
- **Deletion:** You can request the deletion of your personal information, subject to certain legal exceptions.
- **Opt-Out:** You can opt out of receiving promotional emails from us at any time by following the unsubscribe instructions in the email or contacting us directly.

To exercise any of these rights, please contact us at the details provided below.

## **8. Children's Privacy**

Our services are not intended for children under the age of 13. We do not knowingly collect personal information from children. If we become aware that we have collected personal information from a child under 13, we will take steps to delete that information as quickly as possible.

## **9. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Any updates will be posted on this page with the revised date. We encourage you to review this Privacy Policy periodically.

## **10. Contact Us**

If you have any questions or concerns about our Privacy Policy or how your personal information is handled, please contact us:

- **Email:** [colin@xtremeautoshine.com](mailto:colin@xtremeautoshine.com)
- **Phone:** 0473572196