PRIVACY POLICY

How We Handle Your Data

A plain-language summary of our **Privacy Policy** — what we collect, why we collect it, and how we protect it.

CONTACT INFO SOLD?	MARKETING EMAILS?	WEBSITE TRACKING?	ON ACCOUNT CLOSURE
Never	Opt out anytime	Meta ads + Google Analytics	Deleted in 30 days

WHAT WE COLLECT

Account & Identity

Your **name, email, phone number**, and **government-issued photo ID**. The ID is used to verify your identity at signup and to confirm your address if you change it later. It is **never used for any other purpose**, and **no one — including technicians — is ever given your ID photo**. It is stored privately, with no public link, by our file-storage provider. You may also add a **profile photo**. When you sign up, a **Cloudflare security check** confirms you're a person, not a bot — it isn't used to track you or for ads.

Service Address & Vehicle Info

Your **service address** is collected at signup and verified against your ID. As you type it, **Google address suggestions** receive the characters you type to find a match. Your **vehicle make, model, year, and class** are required to schedule a wash, and you can add **vehicle photos**. You must have a vehicle in your profile to book.

Payment Information

Your card details are handled **exclusively by our payment processor**. JustWashes never stores your full card number or CVV — only the last four digits and card type for account display.

Booking & Usage Data

We store booking, subscription, credit and message records to operate your account. Before-and-after service photos are linked to the booking and technician for quality and claims review, with retention governed by the full policy. Photos may show serviced vehicle surfaces and incidental belongings. Remove sensitive items before service. Technicians must avoid documents, screens, IDs, financial information and occupants, and report accidental sensitive captures for restricted handling and appropriate removal. They may not use service photos for personal or advertising purposes.

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HOW WE USE & SHARE YOUR DATA

Technician Dispatch Disclosure

We never give technicians your email or phone number. They see your **name**, your service address, your access notes, and your vehicle info — and **nothing else**. Everything else happens in the **in-app messenger**, so neither side gets the other's contact details. We store those messages and may review them for a service issue, safety matter, or dispute. Technicians may only message you about a booking — and are **prohibited from soliciting business off-platform**.

Service Providers We Use

We share only what's necessary with our service providers, which are bound by confidentiality obligations. Meta, and Google for some features, use what they receive under their own terms — see below. For Technicians, we may also obtain a **motor vehicle record** through a screening agency, with their separate FCRA authorization.

- **Helcim — Payments**
- **Checkr — Tech Screening**
- **Gusto — Tech Payouts & 1099s**
- **Mailgun — Email**
- **Twilio — SMS**
- **DigitalOcean — Hosting**
- **Cloudinary — Photo & File Storage**
- **Google — Analytics, Address Suggestions & Maps**
- **Cloudflare — Signup Bot Check**
- **Sentry — Error Monitoring**
- **Meta — Ad Measurement**

Advertising & Analytics

Yes, our website uses tracking. The **Meta advertising pixel** collects your IP address, cookie IDs, browser and device type, which pages you viewed, and whether you signed up — and sends it to Meta so we can measure our ads and reach people like you. **Meta never gets your name, email, phone, address, payment info, ID, or wash history.** Some state laws call this a "sale" or "share" — **opt out** by emailing privacy@justwashes.com or adjusting your Meta ad settings.

We also use **Google Analytics** to count visits and see which pages get used, with **Google signals** turned on. If you're signed in to Google with ad personalization on, Google links your visits to your Google account so we can see **totals** on visitor age, gender, interests, and devices — **we never see this for any one person**. We also link Google Analytics to Google Ads, only to see which ads lead to sign-ups, with personalized ads off. Some state laws call this a "share" too. Google Analytics never gets your name, email, phone, address, payment info, ID, or wash history. Turn it off in your **Google ad settings** (myadcenter.google.com) or with **Google's opt-out add-on**. When you sign up or start a Subscription, **our servers tell Meta and Google it happened** (browser IDs, IP, browser type, and your plan and price) — **never your name, email, phone, address, card, ID, or wash history**. Neither tool runs in the technician app or on any payment page.

What We Never Do

We never sell your name, email, phone, address, payment info, ID, or wash history. We don't send marketing texts, collect precise GPS, or collect biometric data. And **your mobile opt-in and consent are never shared with anyone, for any purpose** — that exclusion overrides every other sharing description in this policy.

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DATA RETENTION & YOUR RIGHTS

Subscription Cancellation & Account Closure

Cancelling subscription renewal does not itself close your account. We retain the records needed for your remaining credits, pending washes and refunds while the account stays open. Remaining credits expire one year after cancellation. When you separately close your account, we coordinate eligible refunds and pending bookings, then delete personal data within 30 days of closure, subject to the full policy's retention exceptions. Ad and analytics data held by Meta and Google remains subject to their controls.

ID Image Retention

Your ID image is kept **for the life of your active account only**. It is used solely to verify your identity and confirm address changes. It is deleted when your account closes.

California Residents (CCPA)

California California residents have the right to **know, delete, correct, and opt out** of the sale or sharing of their personal information. The **Meta pixel, Google signals, and our sign-up messages to Meta and Google count as a share** — opt out by email, in your Meta ad settings, or in your Google ad settings. You also have the right to **non-discrimination** for exercising these rights. Submit requests to **privacy@justwashes.com**.

Your Choices

Update your account info anytime in settings. Opt out of SMS by replying **STOP**, and out of marketing email with the **unsubscribe link** in any message. Opt out of ad tracking (including our sign-up messages to Meta and Google) by emailing us or adjusting your **Meta** or **Google ad settings**, and of Google Analytics entirely with **Google's opt-out browser add-on**. Request data deletion by contacting **privacy@justwashes.com**. We respond to all privacy requests within **10 business days**.

Revised November 26, 2026 · Full agreement version 3.8

This is a plain-language summary. By using JustWashes, you agree to our full **Privacy Policy**, **Terms of Service**, and **Subscription Agreement**.

Questions? Contact us at **privacy@justwashes.com**

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