JUSTWASHES

Privacy Policy

JUST SERVICES, LLC dba JUSTWASHES

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1. INTRODUCTION AND SCOPE

Just Services, LLC dba JustWashes ("JustWashes," "we," "us," or "our") respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy explains what information we collect, how we use and share it, how long we retain it, and what choices you have regarding your information.

This Privacy Policy applies to all individuals who access or use the JustWashes mobile application, website, and related services (collectively, the "Platform"), including customers who subscribe to wash services ("Customers") and independent contractor technicians who register to perform wash services ("Technicians"). Where this Policy applies differently to Customers and Technicians, we note those distinctions explicitly.

By creating an account or using the Platform, you acknowledge that you have read, understood, and agree to the data practices described in this Privacy Policy. If you do not agree with any part of this Policy, you must not use the Platform.

This Privacy Policy is incorporated into and made part of the JustWashes Terms of Service, Customer Subscription Agreement, and Initial Disclosure Agreement. Capitalized terms not defined here have the meanings assigned to them in those documents.

2. INFORMATION WE COLLECT

2.1 Information You Provide Directly

We collect the following categories of personal information that you provide to us at the time of account creation, during subscription enrollment, or when using the Platform:

a) Account and Identity Information

- Full legal name;
- Email address;
- Mobile phone number;
- Password (stored in encrypted form; never stored in plain text);
- Profile photo, if you choose to upload one;
- Government-issued photo identification document ("ID Image"), including the identifying information contained therein, collected at enrollment for identity verification and promotional eligibility purposes. Your ID Image is accessible only to authorized JustWashes personnel for identity and address verification. It is stored with restricted access, not through a public link, by Cloudinary, our file-storage provider described in Section 4.3, which stores it on our behalf and

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may not use it for any other purpose. Your ID Image is never disclosed or made available to Technicians, other users, or any other third party, except as required by law or legal process. See Section 5 for retention details.

b) Service Address Information

- Primary service address, collected at signup and verified against your submitted ID;
- Updated service addresses, if you modify your address in your account profile. Address changes are subject to manual verification by JustWashes using the ID Image on file.

c) Vehicle Information

- Vehicle make, model, year, and vehicle class, collected at enrollment and each time a new vehicle is added to your account;
- Photos of your vehicle that you upload to your account;
- You must have a vehicle registered in your account profile to schedule a wash booking.

d) Payment Information

- Payment card information (card number, expiration date, CVV, and billing address) is collected and processed exclusively by our third-party payment processor. JustWashes does not store full card numbers or CVV codes on our systems. We retain only the payment method token, last four digits, and card type provided to us by the processor for account management purposes.

e) Technician Documents and Uploads

- If you are a Technician: proof of insurance and other documents, photos, and videos you upload to the Platform during onboarding or while you are engaged, which we use to confirm your eligibility and insurance and to administer your Independent Contractor Agreement.

2.2 Information Generated Through Platform Use

In addition to information you provide directly, we collect information generated through your use of the Platform, including:

- Booking history, including scheduled wash dates, service addresses, vehicle information, and booking status;
- Wash Credit balance, transaction history, and credit usage records;
- Subscription plan details, billing cycle dates, and payment history;
- Account activity logs, including login timestamps and account modification history;
- Satisfaction reports and any documentation you submit in connection with a satisfaction claim;
- Customer support communications, including emails or in-app messages exchanged with JustWashes, and messages exchanged with a Technician through the in-Platform messenger, including message content, timestamps, and any photos or files attached to a message;
- Agreement acceptance records, including which version of the Terms of Service, Subscription Agreement, and Initial Disclosure Agreement you accepted and the date and time of your acceptance;

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2.3 Technician-Generated Information

In connection with service delivery, Technicians capture before-and-after condition/results photos through the Platform, including limited passenger-compartment photos for a purchased interior add-on. These images may show serviced interior surfaces and incidental personal items, but are not intended to capture document contents, screens, IDs, financial information, occupants or unrelated belongings. Customers are asked to remove valuables and sensitive items before service. Technicians must frame images to minimize incidental personal information and report inadvertent sensitive captures through support for restricted handling and appropriate removal. Technicians may not use these images for personal or advertising purposes. These photos are used for service quality monitoring, satisfaction claim resolution, and Technician performance review. Wash photos are associated with the Technician's account record and the specific booking record, but are not stored as part of your customer account profile.

2.4 Information Collected Automatically on Our Website

When you visit the JustWashes website, we — together with the Meta advertising pixel and Google Analytics, both described in Section 3.7 — collect the following automatically, through cookies and similar technologies:

- Your IP address, which indicates your approximate city or region but not your precise location;
- Cookie and advertising identifiers assigned to your browser;
- Browser type, device type, and operating system;
- Pages you viewed, how far you scrolled and which links you clicked, the page that referred you to us, and the date and time of your visit;
- Whether you started or completed signup;
- The campaign or advertisement that brought you to our website, if any, which we keep with your account when you sign up.

This information is collected on the JustWashes website only. It is not collected within the Technician application, and no advertising or analytics technology runs on any page where payment card information is entered. Section 7.5 explains your choices.

When you create an account on our website, we also use Cloudflare Turnstile, a security service provided by Cloudflare, Inc., to confirm that the signup is being made by a person rather than an automated program. Turnstile collects your IP address, your browser’s user-agent information, and technical characteristics of your browser’s secure connection, and evaluates them to detect automated activity. Cloudflare does not use this information to identify you, to build a profile of you, or for advertising. Because this check protects account creation, it cannot be turned off for signup.

When you type a service address during signup or in your account settings, our address-suggestion feature (Google Places, a service of Google LLC) sends the characters you type, together with your IP address and browser information, to Google so that it can suggest matching addresses. Our service-area pages display embedded Google Maps, which load directly from Google and allow Google to receive your IP address and browser information and to set its own cookies. Google receives this information as an independent business under the Google Privacy Policy (https://policies.google.com/privacy), as described in Section 4.3.

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We use Sentry, an error-monitoring service, on our website and in our apps. When a page or screen does not work as it should, Sentry receives technical information about the error, such as the page or screen where it occurred, your browser or device type and operating system, and the technical details of the error. We configure Sentry not to receive your IP address, your name or email address, or the contents of forms you complete, and we do not use any session-recording feature.

2.5 Information We Do Not Collect

JustWashes does not collect the following at this time:

- Precise location or GPS data from your device;
- Biometric data;
- Information from minors under the age of 18;
- Third-party social media profile data;
- Advertising or analytics identifiers beyond those described in Section 2.4;
- Session-replay recordings of your activity on our site.

3. HOW WE USE YOUR INFORMATION

We use the personal information we collect for the following purposes:

3.1 Account Creation and Identity Verification

- To create and maintain your JustWashes account;
- To verify your identity using your submitted ID Image at enrollment and upon address changes;
- To enforce our one-account-per-individual policy and prevent duplicate or fraudulent enrollments;
- To determine promotional credit eligibility.

3.2 Service Delivery

- To process and manage your wash bookings;
- To dispatch a Technician to your service address;
- To suggest and complete your service address as you type it, using the Google Places feature described in Section 2.4;
- To share your first and last name, service address, any access or parking notes, and vehicle information with the assigned Technician for the purpose of completing your scheduled wash — and for no other purpose;
- To manage your Wash Credit balance and Subscription billing;
- To process payments through our third-party payment processor.

3.3 Communications

- To send transactional communications, including booking confirmations, dispatch notifications, wash completion notices, billing receipts, and account alerts via email (Mailgun) and SMS (Twilio);
- To operate the in-Platform messenger, through which all communication between you and a Technician takes place;
- To respond to your customer support inquiries;

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- To send subscription renewal reminders as required by this Policy and the Subscription Agreement;
- To send promotional or marketing email about JustWashes services, offers, and features, which you may opt out of at any time as described in Section 7.4.

3.4 Platform Operations and Safety

- To monitor and enforce compliance with our Terms of Service, Subscription Agreement, and this Privacy Policy;
- To investigate suspected abuse, fraud, or policy violations;
- To protect account creation from automated, fraudulent, and abusive signups, using the security check described in Section 2.4;
- To review wash quality using Technician-submitted photos in connection with satisfaction claims or Technician performance evaluation;
- To confirm Technician eligibility and insurance using the documents Technicians upload;
- To detect, diagnose, and fix errors and performance problems on our website and in our apps, using the error-monitoring service described in Section 2.4;
- To maintain the security and integrity of the Platform and our systems.

3.5 Legal and Compliance

- To comply with applicable law, regulation, legal process, or governmental requests;
- To enforce our agreements and protect the rights, property, and safety of JustWashes, our users, and the public;
- To establish, exercise, or defend legal claims.

3.6 Business Improvements

- To analyze aggregated, de-identified usage data to improve the Platform, our services, and our operations. This analysis does not involve data that identifies you personally.

3.7 Advertising and Measurement

We use the Meta advertising pixel on the JustWashes website. The pixel is a small piece of code that records certain actions you take on our site — such as viewing a page, starting signup, or completing an enrollment — and transmits that activity, together with online identifiers such as your IP address and cookie identifiers, to Meta Platforms, Inc. We use it to measure how our advertising performs, to show JustWashes advertising to people who have visited our site, and to reach people with characteristics similar to our existing Customers.

Meta receives this information as an independent business and uses it under its own terms and data policy, not solely as a service provider acting on our instructions. Under several state privacy laws this activity is defined as a “sale” or a “share” of personal information for cross-context behavioral advertising, even though no money changes hands. We do not provide Meta with your name, email address, phone number, service address, payment information, ID Image, or wash history. Section 7.5 explains how to opt out.

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When you create an account or start a paid Subscription, our servers also tell Meta and Google that it happened, so we can measure which of our advertising works. With that message we send the online identifiers your browser already holds from our website, your IP address and browser type, the kind of event, and, for a Subscription, the plan and its price. We do not send your name, email address, phone number, service address, payment card details, ID Image, or wash history, and we do not send these messages for Technician accounts.

We also use Google Analytics, a service of Google LLC, to count visitors, to see which pages of our website are used most, and to understand our visitors in aggregate, so that we can improve the site and our marketing. Google Analytics uses first-party cookies and identifiers and receives the pages you view, the page that referred you to us, your browser and device type, and the approximate city or region indicated by your IP address. We do not provide Google Analytics with your name, email address, phone number, service address, payment information, ID Image, or wash history.

We have turned on Google signals, a Google Analytics feature, and with it Google Analytics Demographics and Interest Reporting. For visitors who are signed in to a Google account and have turned on ad personalization in that account, Google associates their activity on our website with their Google account and with the third-party cookies and identifiers Google uses. This lets us see reports of our visitors' age ranges, gender, interests, and the devices they use, and lets Google recognize visits from the same person across devices. These reports show us only totals; we cannot see this information for any individual visitor. Google uses information connected to your Google account under its own terms and the Google Privacy Policy, not solely as our service provider, and we treat this as a "share" of personal information under the state privacy laws that use that term (Section 8.4). We have linked Google Analytics to Google Ads only to measure which of our ads lead to sign-ups and Subscriptions, with personalized advertising turned off, and we have turned off sharing of Google Analytics data with other Google products and services.

Google describes how it collects and uses information from websites that use its services at https://policies.google.com/technologies/partner-sites. Section 7.5 explains how to opt out.

We do not use the Meta pixel, Google Analytics, or any other advertising or analytics technology within the Technician application or on any page where payment card information is entered.

Information held by Meta and Google under this Section is keyed to the online identifiers assigned to your browser and, for Google signals, to your Google account — not to your JustWashes account. Closing your JustWashes account does not delete it. You can limit or remove it by clearing your browser cookies, by managing the ad settings in your Google account, and by using the Meta and Google controls described in Section 7.5.

4. HOW WE SHARE YOUR INFORMATION

JustWashes does not sell, rent, or trade your personal information to third parties for money, and we do not provide your name, email address, phone number, service address, payment information, ID Image, or wash history to any third party for that party's own marketing purposes.

We do share website activity and online identifiers with Meta for advertising measurement and targeting, and with Google through Google signals and our Google Ads conversion measurement, including the server messages described in Section 3.7 — activities that several state privacy laws

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define as a “sale” or a “share.” Google also receives the address characters you type and information from embedded maps as an independent business, as described in Sections 2.4 and 4.3. We share your information only in the circumstances described below.

4.0 Data Sharing — Mobile Opt-In

- Customer contact information — name, email address, mobile phone number, and service address — is not shared with third parties for their own promotional or marketing purposes.
- Mobile opt-in and consent are never shared with anyone for any purpose. Any information sharing that may be mentioned elsewhere in this policy excludes mobile opt-in data.

For clarity, the mobile opt-in exclusion above applies to Technicians as well as Customers: no mobile opt-in or consent data of any Customer or Technician is shared with, sold to, or otherwise made available to any third party for any purpose. This exclusion applies notwithstanding any other provision of this Privacy Policy, including the service-provider disclosures in Section 4.3.

4.1 With Technicians — Dispatch Disclosure

When a Technician is assigned to your wash booking, JustWashes will share the following information with that Technician for the purpose of performing the scheduled wash service, including locating your service address, accessing your vehicle, and communicating with you as reasonably necessary in connection with the booking:

- Your first and last name;
- Your service address for the booking;
- Any access or parking notes you add to the booking;
- The vehicle information associated with the booking (make, model, year, and vehicle class).

JustWashes does not share your email address or your phone number with Technicians. All communication between you and a Technician — arrival notices, access questions, service updates, and wash completion messages — takes place through the in-Platform messenger, so neither of you receives the other’s personal contact information. Messages sent through the messenger are stored by JustWashes and may be reviewed in connection with a service issue, a safety matter, a dispute, or a suspected policy violation. By using the Platform and scheduling a wash, you expressly consent to the disclosures described above.

Technicians are bound by their Independent Contractor Agreement, which permits them to use the information above only to complete the booking, and prohibits them from messaging you about anything other than a booking they have been assigned or completed, or a dispute or safety matter escalated through JustWashes. They are also prohibited from using the messenger to solicit business outside the Platform. A Technician who violates these restrictions is subject to immediate removal from the Platform. You agree not to misuse the messenger, or any information you learn about a Technician through it, including for harassment or any unlawful purpose.

Nothing in this Policy prevents you and a Technician from arranging services outside the Platform if you both choose to, using contact information you exchange yourselves.

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4.2 With Payment Processors

We share payment information with Helcim Inc., our third-party payment processor, to process Subscription billing and credit purchases. JustWashes shares only the minimum information necessary for the processor to process your payment. The processor's collection and use of your payment information is governed by its own privacy policy, which is identified in the Platform at the time of payment. JustWashes does not receive or store your full payment card number or CVV.

4.3 With Service and Infrastructure Providers

We share information with trusted third-party vendors who provide services necessary to operate the Platform. These vendors are contractually restricted from using your information for any purpose other than providing services to JustWashes, except as applicable law permits a service provider to use it — for example, to maintain and improve the service it provides or to detect security incidents. Our current service providers include:

- Mailgun Technologies, Inc. — transactional email delivery (booking confirmations, billing notices, account alerts);
- Twilio Inc. — transactional SMS notifications (dispatch alerts, booking updates);
- DigitalOcean, LLC — cloud hosting and infrastructure for the Platform, including storage of account data;
- Cloudinary Ltd. and its affiliates — storage and delivery of photos, videos, and documents uploaded to the Platform, including ID Images, vehicle and profile photos, Technician wash photos, message attachments, and Technician documents and videos;
- Google LLC — website analytics (Google Analytics), as described in Section 3.7;
- Cloudflare, Inc. — automated-signup detection on account creation (Cloudflare Turnstile), as described in Section 2.4;
- Functional Software, Inc. (Sentry) — error and performance monitoring for our website and apps, as described in Section 2.4;
- Helcim Inc. — payment processing and subscription billing management for Customer payments;
- Checkr, Inc. — Technician identity verification and criminal background and motor vehicle record screening (Technician applicants and Technicians only); and
- Gusto, Inc. — Technician payment disbursement, taxpayer information collection, and annual 1099 reporting (Technicians only). Gusto receives the Technician's legal name, mailing address, taxpayer identification number, and bank account details where the Technician elects ACH.

Some services on the Platform are provided by companies that use the information they receive under their own terms and privacy policies, rather than solely on our instructions. These are Meta Platforms, Inc., for the advertising pixel described in Section 3.7, and Google LLC, for Google signals (Section 3.7), for address suggestions when you type a service address (Google Places), which receives the characters you type, and for the maps on our service-area pages (Google Maps), both described in Section 2.4. Use of Google Maps features and content is subject to the Google Maps/Google Earth Additional Terms of Service (https://maps.google.com/help/terms_maps/) and the Google Privacy Policy (https://policies.google.com/privacy).

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With respect to Technician screening specifically: JustWashes requires Technician applicants to complete identity verification and a criminal background check. Identity verification may be performed through JustWashes' payment processor as part of payout onboarding, through a standalone identity-verification process within the Platform, or through another provider selected by JustWashes. The background-check vendor contacts Technician applicants directly to collect the information required to perform screening. JustWashes does not collect, store, or process the underlying background-check records; JustWashes receives only the eligibility determination and any items flagged as relevant to JustWashes' eligibility criteria. Technician applicants are subject to a separate authorization with the screening vendor pursuant to the federal Fair Credit Reporting Act and applicable state laws. JustWashes may also obtain and review a Technician applicant's or Technician's motor vehicle record through a third-party consumer reporting agency, at onboarding and from time to time during engagement. Where JustWashes does so, the Technician is subject to a separate authorization with the screening vendor pursuant to the federal Fair Credit Reporting Act and applicable state laws, and JustWashes receives only the eligibility determination and any items flagged as relevant to its eligibility criteria. Technician driving eligibility is also established by the Technician's own representations and ongoing disclosure obligations under the Independent Contractor Agreement.

We may engage additional service providers from time to time. Where such providers will have access to personal information, we will update this Privacy Policy and give notice as described in Section 11 before the change takes effect.

4.4 For Legal Reasons

We may disclose your personal information if we reasonably believe disclosure is necessary to: (a) comply with applicable law, regulation, or legal process; (b) respond to lawful requests from government authorities; (c) enforce our Terms of Service, Subscription Agreement, or other agreements; (d) protect the rights, property, or safety of JustWashes, our users, or others; or (e) prevent fraud or illegal activity.

4.5 Business Transfers

If JustWashes is involved in a merger, acquisition, reorganization, sale of assets, or bankruptcy proceeding, your personal information may be transferred as part of that transaction. We will notify you via email or in-app notification before your information is transferred and becomes subject to a different privacy policy.

4.6 With Your Consent

We may share your information for purposes not described in this Policy with your express prior consent.

5. DATA RETENTION

5.1 Active Accounts

We retain your personal information for as long as your account remains active, including while you use valid remaining credits after Subscription cancellation or complete pending bookings or refund requests. Cancelling renewal does not by itself close your account or trigger deletion while these services remain available. This includes all account information, vehicle records and photos, booking history, Wash Credit records, messages and their attachments, and your ID Image.

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5.2 Deletion Upon Account Closure

When your account is closed by you or terminated by JustWashes, we will delete your personal information, including your ID Image, from our active systems, subject to Section 5.6. Subscription cancellation alone does not close the account: remaining credits may be used for one year after cancellation, pending washes remain scheduled, and unused purchased credits may be refunded under the Subscription Agreement. We retain the records necessary to administer those services while the account remains open. You may separately request account closure and deletion; JustWashes will coordinate any remaining credit refund and your instructions for pending bookings before closing the account. Deletion will be completed within thirty (30) days of the account closure date. This applies to all categories of personal data we hold, including:

- Account and identity information;
- ID Image and associated verification data;
- Service address history;
- Vehicle profile information and vehicle and profile photos;
- Booking and Wash Credit history;
- Payment method tokens (deletion coordinated with the payment processor);
- Customer support records associated with your account.

5.3 ID Image Retention During Active Accounts

Your ID Image is retained for the life of your active account. The primary purpose of retaining the ID Image is to enable verification of service address changes that you make to your account profile during the term of your Subscription. Address changes are subject to manual review by JustWashes using the ID Image on file. JustWashes does not use your ID Image for any purpose other than identity and address verification and promotional eligibility enforcement.

5.4 Technician Wash Photos

Photos submitted by Technicians in connection with a wash booking are retained by JustWashes for service quality monitoring, satisfaction claim resolution, Technician performance review, and platform operations purposes. These photos are associated with the Technician’s account and the booking record, not with your customer account profile, and are not affected by customer account deletion. JustWashes may retain wash photos for as long as necessary to fulfill the purposes described in this Policy, subject to applicable legal requirements.

Documents, photos, and videos uploaded by Technicians during onboarding or engagement are retained for the duration of the Technician’s engagement and afterward for as long as reasonably necessary to resolve claims, meet insurance and legal requirements, and enforce the Independent Contractor Agreement.

5.5 Aggregated and De-Identified Data

JustWashes may retain aggregated, de-identified data derived from your account activity indefinitely for analytics and business improvement purposes. This data cannot reasonably be used to identify you and is not subject to the deletion obligations described in this Section.

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5.6 Legal Hold

Notwithstanding the foregoing, JustWashes may retain personal information beyond the periods described above where required to comply with applicable law, resolve disputes, enforce our agreements, or respond to legal process. Where retention is required for legal reasons, we will retain only the minimum information necessary and for the minimum period required.

6. DATA SECURITY

JustWashes implements reasonable technical, administrative, and physical security measures designed to protect your personal information from unauthorized access, disclosure, alteration, or destruction. Our security practices include:

- Encryption of data in transit using TLS (Transport Layer Security);
- Encrypted storage of passwords — plain-text passwords are never stored;
- Access controls limiting employee and contractor access to personal data on a need-to-know basis;
- Hosting of account data on DigitalOcean infrastructure, and storage of ID Images and other uploaded photos and files with Cloudinary, each with industry-standard security configurations, with ID Images kept under restricted access;
- Payment card data handled exclusively by our third-party payment processor, which maintains PCI DSS compliance.

No method of transmission or storage is 100% secure. While we strive to protect your personal information, we cannot guarantee absolute security. In the event of a data breach that affects your personal information, we will notify you in accordance with applicable law.

You are responsible for maintaining the confidentiality of your account credentials. If you believe your account has been compromised, please contact us immediately at support@justwashes.com.

7. YOUR PRIVACY RIGHTS AND CHOICES

7.1 Access and Correction

You may access and update most of your account information — including your name, email address, phone number, vehicle profile, and service address — directly through your account settings on the Platform. If you need assistance updating information that is not accessible through your account settings, please contact us at privacy@justwashes.com.

7.2 Data Deletion

You may request deletion of your personal information by cancelling your account through the Platform or by contacting JustWashes at privacy@justwashes.com. Upon account closure, your data will be deleted in accordance with Section 5.2. Account deletion ends your ability to use the closed account but does not automatically confiscate legitimately purchased unused credits. Before closing the account, JustWashes will coordinate any eligible refund and your instructions concerning pending bookings under Sections 5 and 10 of the Subscription Agreement. Cancelling Subscription renewal alone does not request account deletion.

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7.3 SMS Opt-Out

You may opt out of SMS communications at any time by replying STOP to any text message from JustWashes or by updating your notification preferences in your account settings. The full messaging terms, including the STOP and HELP keywords, are set out in Section 7.6. Please note that opting out of SMS may affect your ability to receive time-sensitive dispatch and booking notifications.

7.4 Email Communications

Transactional emails — booking confirmations, billing receipts, renewal reminders, and account notices — are necessary to operate your account and cannot be fully opted out of while your account remains active.

JustWashes may also send promotional or marketing emails about JustWashes services, offers, and features to the email address associated with your account. Every such email includes an unsubscribe link, and you may also opt out at any time in your account notification settings or by emailing privacy@justwashes.com. We act on unsubscribe requests promptly and in any event within ten (10) business days. Opting out of marketing email does not affect your Subscription, your bookings, or the transactional emails described above.

We do not send marketing text messages. If JustWashes ever introduces marketing SMS, it will be offered on a separate opt-in basis and will not be sent to you unless you affirmatively consent; your existing consent to transactional SMS is not consent to marketing SMS.

7.5 Cookies, Tracking, and Advertising Choices

Our website uses cookies and similar technologies necessary to operate and secure the site, including the Cloudflare Turnstile security check described in Section 2.4, together with the Meta advertising pixel and Google Analytics, including Google signals, described in Section 3.7, and the embedded Google Maps described in Section 2.4. We do not use session-replay tools, and we do not use advertising or analytics technologies within the Technician application or on any page where payment card information is entered.

You may opt out of advertising-related tracking in any of the following ways: email privacy@justwashes.com and ask us to opt you out, and we will stop associating your activity with our advertising; adjust your ad preferences directly in your Meta account settings; or turn off ad personalization in your Google account at https://myadcenter.google.com, which stops Google from connecting your visits to our site with your Google account. To stop Google Analytics from measuring your visits entirely, you may install the Google Analytics Opt-out Browser Add-on at https://tools.google.com/dlpage/gaoptout, or ask us to opt you out at the email address above.

You may also block or delete cookies through your browser settings at any time. If you ask us to opt you out, we also stop sending the server messages described in Section 3.7 for your account.

Opting out does not affect your Subscription, your bookings, or the transactional emails and text messages you receive from us.

Because the Meta pixel and Google signals constitute a “sale” or a “share” under several state privacy laws, residents of states granting that right may exercise it through any of the methods above. We do not knowingly sell or share the personal information of anyone under 18, and we do not accept Customers under 18.

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Browser-based opt-out signals, including Do Not Track and Global Privacy Control, are not currently processed by our website. Use one of the methods above instead. If JustWashes becomes subject to a state privacy law requiring us to recognize an opt-out preference signal, we will update this Policy and honor the signal.

7.6 Just Services, LLC dba JustWashes Messaging Terms and Conditions

These Messaging Terms and Conditions apply to SMS text messages sent by or to JustWashes. 1. The messaging program consists of transactional and customer-support messaging — for example, booking confirmations, Technician dispatch and arrival notifications, wash completion notices, service issue follow-up, billing receipts, account alerts, and replies to questions you send us. 2. You can cancel the SMS service at any time. Just text “STOP” to the phone number from which you received messages. After you send the SMS message “STOP” to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, just sign up as you did the first time and we will start sending SMS messages to you again. 3. If you are experiencing issues with the messaging program you can reply with the keyword HELP for more assistance, or you can get help directly at support@justwashes.com. 4. Carriers are not liable for delayed or undelivered messages. 5. As always, message and data rates may apply for any messages sent to you from us and to us from you. Message frequency will vary based on communication needs. If you have any questions about your text plan or data plan, it is best to contact your wireless provider. 6. If you have any questions regarding privacy, please read the rest of this Privacy Policy.

8. CALIFORNIA PRIVACY RIGHTS

This Section applies to California residents and supplements the rest of this Privacy Policy. It is provided in accordance with the California Consumer Privacy Act of 2018, as amended by the California Privacy Rights Act of 2020 (collectively, "CCPA").

8.1 Categories of Personal Information Collected

In the preceding twelve (12) months, JustWashes has collected the following categories of personal information as defined by the CCPA:

- Identifiers — name, email address, phone number, and IP address;
- Government Identification — government-issued photo ID collected for identity verification;
- Financial Information — payment card information processed through our third-party payment processor;
- Commercial Information — subscription records, purchase history, Wash Credit transaction history;
- Internet or Network Activity — account login activity, Platform usage, website browsing activity including pages viewed, links clicked, the page that referred you to us, the campaign or advertisement that brought you to our website, and the cookie and advertising identifiers assigned to your browser, the browser and connection characteristics evaluated by the security check at account creation, the characters you type into the address-suggestion feature, and technical information about errors;

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- Audio, Electronic, or Visual Information — vehicle and profile photos, Technician wash photos, message attachments, and documents, photos, and videos uploaded by Technicians;
- Geolocation Data — service address provided by you, and the approximate city or region indicated by your IP address (not device-level GPS);
- Inferences — vehicle class preferences and service frequency inferred from booking history.

8.2 Sources of Personal Information

We collect personal information directly from you, from your use of the Platform, and from Technicians in connection with completed wash bookings (wash photos associated with booking records).

8.3 Purposes for Collection

We collect personal information for the business purposes described in Section 3 of this Privacy Policy, including service delivery, identity verification, payment processing, communications, legal compliance, platform security, fraud and automated-signup prevention, address suggestions, error monitoring, Technician eligibility, website analytics and audience reporting, and advertising measurement and targeting.

8.4 Sale or Sharing of Personal Information

JustWashes does not sell your personal information for money. We do, however, share website activity and online identifiers with Meta Platforms, Inc. through the Meta advertising pixel, and with Google LLC through Google signals and our Google Ads conversion measurement, and we send both of them the server messages described in Section 3.7, to measure our advertising, for cross-context behavioral advertising, and for audience reporting. Under the CCPA these activities are a “sale” and a “share,” and California residents have the right to opt out of them.

The categories involved are Identifiers (IP address and cookie and advertising identifiers), Internet or Network Activity (pages viewed, links clicked, the referring page, and whether signup was started or completed), and, for a Subscription you start, Commercial Information (the plan and its price). Neither Meta nor Google receives your name, email address, phone number, service address, payment information, ID Image, or wash history through these activities.

Apart from Google signals and Google Ads conversion measurement, Google Analytics operates as our service provider under terms restricting its use of the information to providing analytics to JustWashes, which is not a sale or a share. Google’s address-suggestion and map features described in Section 2.4 are used to provide those features to you, not for advertising, and we do not treat them as a sale or a share. All other sharing is as described in Section 4 of this Privacy Policy.

We do not knowingly sell or share the personal information of consumers under 16 years of age, and we do not accept Customers under 18. To opt out, see Section 7.5 or submit a request under Section 8.6.

8.5 Your CCPA Rights

California residents have the following rights under the CCPA:

- Right to Know — You have the right to request that JustWashes disclose the categories and specific pieces of personal information we have collected about you, the categories of sources, the business purposes for collection, and the categories of third parties with whom we share your

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information.

- Right to Delete — You have the right to request deletion of personal information we have collected about you, subject to certain exceptions under the CCPA. We will delete your information in accordance with Section 5.2 of this Policy upon a verified deletion request.
- Right to Correct — You have the right to request correction of inaccurate personal information we maintain about you.
- Right to Opt Out of Sale/Sharing — You have the right to direct JustWashes to stop selling or sharing your personal information. As described in Section 8.4, the Meta advertising pixel, Google signals, Google Ads conversion measurement, and the server messages described in Section 3.7 are a “sale” and a “share” under the CCPA. You may opt out by emailing privacy@justwashes.com, by adjusting your ad preferences in your Meta account settings or turning off ad personalization in your Google account, or by submitting a request under Section 8.6. We will act on an opt-out request within fifteen (15) business days. Browser-based opt-out preference signals, including Global Privacy Control, are not currently processed by our website; please use one of the methods above.
- Right to Non-Discrimination — JustWashes will not discriminate against you for exercising any of your CCPA rights. We will not deny you services, charge you different prices, or provide you a different level of service because you exercised a privacy right.
- Right to Limit Use of Sensitive Personal Information — JustWashes uses sensitive personal information (including government ID data) only for the purposes of identity verification, promotional eligibility, and address verification — purposes that are necessary to provide you the services you requested. We do not use sensitive personal information for inferential profiling or purposes beyond those described in this Policy.

8.6 How to Submit a CCPA Request

California residents may submit a privacy rights request by contacting JustWashes at:

- Email: privacy@justwashes.com
- Mail: Just Services, LLC dba JustWashes, 4062 Peachtree Rd NE, Ste A-510, Atlanta, GA 30319, Attn: Privacy We will acknowledge your request within ten (10) business days and respond within forty-five (45) days of receipt. If we require additional time, we will notify you and may extend our response period by an additional forty-five (45) days. We may need to verify your identity before processing your request. We will not charge a fee for processing verifiable consumer requests unless requests are excessive, repetitive, or manifestly unfounded.

8.7 Authorized Agent

You may designate an authorized agent to submit a CCPA rights request on your behalf. The authorized agent must provide written proof of authorization, and we may require you to verify your own identity directly with us before processing the request submitted by an authorized agent.

9. CHILDREN'S PRIVACY

The JustWashes Platform is intended for adults aged 18 and older. We do not knowingly collect, solicit, or maintain personal information from individuals under the age of 18. If we become aware that we have inadvertently collected personal information from a person under 18, we will take prompt

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steps to delete that information from our systems. If you believe we have collected information from a minor, please contact us at privacy@justwashes.com.

10. THIRD-PARTY LINKS AND SERVICES

The Platform may contain links to third-party websites or services, including our third-party payment processor. JustWashes is not responsible for the privacy practices or content of third-party sites. We encourage you to review the privacy policies of any third-party services you access through the Platform. This Privacy Policy applies solely to information collected by JustWashes through the Platform.

11. CHANGES TO THIS PRIVACY POLICY

JustWashes reserves the right to update or modify this Privacy Policy at any time. When we make material changes, we will notify you by email to the address associated with your account and/or by posting a prominent notice in the Platform at least two (2) days before the changes take effect.

Changes that are required by law, or that correct or clarify this Policy without reducing your rights, may take effect when posted. We will not use personal information collected before a material change in a materially different way without your consent. The updated Policy will include a revised "Last Updated" date at the top of the document.

Your continued use of the Platform following the effective date of any changes constitutes your acceptance of the updated Privacy Policy. If you do not agree to the updated Policy, you must discontinue use of the Platform and cancel your account.

We encourage you to review this Privacy Policy periodically. Prior versions of this Policy will be made available upon request.

12. CONTACT US

If you have questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us:

- General Privacy Inquiries: privacy@justwashes.com
- Customer Support: support@justwashes.com
- Legal Notices: legal@justwashes.com
- Mail: Just Services, LLC dba JustWashes, 4062 Peachtree Rd NE, Ste A-510, Atlanta, GA 30319, Attn: Privacy We will respond to privacy-related inquiries within ten (10) business days.

Just Services, LLC dba JustWashes 4062 Peachtree Rd NE, Ste A-510 | Atlanta, GA 30319 privacy@justwashes.com | support@justwashes.com | justwashes.com Registered Agent: Registered Agents Inc., 8735 Dunwoody Place, Ste R., Atlanta, GA 30350

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