

Doug's Auto Detailing LLC - Privacy Policy

Effective Date

Effective as of: July 30, 2025

Introduction

Doug's Auto Detailing LLC values your privacy and is committed to protecting your personal information. This policy outlines how we collect, use, and safeguard the data you provide to us through our website, phone, and in-person interactions.

Information We Collect

We may collect the following types of information when you engage with our services:

- Contact Information: Name, phone number, email address, and home or service address.
- Vehicle Information: Make, model, year, condition, and service history.
- Payment Information: Credit/debit card data processed securely via third-party platforms (we do not store card numbers).
- Service Details: Photos or videos of your vehicle (with your consent), appointment history, and preferences.
- Website Data: IP address, browser type, and basic usage data via cookies or analytics tools.

How We Use Your Information

We use your information to:

- Schedule and perform detailing services
- Send service confirmations, reminders, and follow-ups
- Process payments and issue invoices
- Improve our services and customer experience
- Comply with legal obligations
- Share updates, promotions, or newsletters (you may opt out at any time)

How We Protect Your Data

We use appropriate security measures to protect your information from unauthorized access, alteration, disclosure, or destruction. These include:

- Secure website encryption (SSL)
- Restricted access to customer data
- Use of secure third-party payment processors

Sharing Your Information

Doug's Auto Detailing LLC does not sell or rent your information to third parties. We may share your data with trusted service providers only when necessary to:

- Process payments
- Send appointment communications
- Store data securely (e.g., cloud services)

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All third parties are required to uphold privacy and security standards.

Photos & Marketing Materials

With your consent, we may use before-and-after photos of your vehicle for promotional or training purposes. License plates and identifiable details will be excluded or blurred.

You may opt out of photo use at any time by filling out our Photo/Video Opt-Out Form in our Terms & Conditions.

Your Rights

You have the right to:

- Access or update your personal information
- Request that we delete your data
- Opt out of promotional messages
- Ask questions about our data practices

To do any of the above, contact us at:

Phone: (248) 690-6703

Email: support@dougsautodetailing.com

Changes to This Policy

We reserve the right to update this Privacy Policy at any time. Any changes will be posted on our website with a revised effective date.