

Privacy Policy

Effective Date: August 28, 2026

Last Updated: August 28, 2026

Wash Your Stuff ("Wash Your Stuff," "we," "us," or "our") respects your privacy and is committed to protecting the personal information that you provide to us.

This Privacy Policy describes how Wash Your Stuff collects, uses, stores, discloses, and protects information when you visit washyourstuff.com, use our services, communicate with us, participate in our membership or promotional programs, or otherwise interact with Wash Your Stuff, including through SMS/text messaging.

By using our website or providing personal information to us, you acknowledge the practices described in this Privacy Policy.

1. Information We Collect

We may collect information that you voluntarily provide to us, including:

- Name;
- Email address;
- Mobile or other telephone number;
- Mailing or billing address;
- Account or membership information;
- Vehicle-related information that you voluntarily provide;
- Information submitted through contact, membership, customer-service, promotional, or other website forms;
- Communications you send to us by email, telephone, website forms, SMS, or other methods;
- Customer-service inquiries and feedback;
- Transaction and purchase information;
- Marketing and communication preferences; and
- SMS/text messaging consent and opt-out records.

When you use our website, we may also automatically collect certain technical information, such as:

- Internet Protocol (IP) address;
- Browser type;
- Device type;
- Operating system;
- Referring website;
- Pages viewed;
- Approximate location derived from IP address;
- Date and time of website visits;
- Website interaction information; and
- Cookie and similar technology information.

Payment information may be processed by third-party payment processors. Wash Your Stuff may not directly store complete payment-card information when transactions are processed by those providers.

2. How We Use Personal Information

We may use personal information to:

- Provide and administer Wash Your Stuff products and services;
- Respond to customer questions and requests;
- Communicate regarding services, transactions, memberships, accounts, or customer support;
- Process transactions and maintain transaction records;
- Administer customer accounts and membership programs;
- Send service-related notices and updates;
- Send SMS/text messages where appropriate consent has been obtained;
- Send offers, promotions, discounts, membership information, or marketing communications where permitted;
- Operate, maintain, secure, and improve our website and services;
- Analyze website and service usage;
- Prevent fraud, misuse, security incidents, and other unlawful activity;
- Maintain records of communication preferences and consent;
- Comply with applicable legal and regulatory requirements; and
- Protect the rights, safety, security, and property of Wash Your Stuff, our customers, and others.

3. SMS/Text Messaging Information

When you provide your mobile telephone number and consent to receive SMS/text messages, Wash Your Stuff may use that number to communicate with you.

Depending upon the consent you provide and your relationship with us, messages may include:

- Customer-service communications;
- Responses to customer inquiries;
- Account or membership communications;
- Service notifications;
- Transaction-related communications;
- Car wash or location-related notifications;
- Appointment or service reminders, where applicable;
- Membership information;
- Promotional offers;
- Discounts;
- Marketing communications; and
- Other communications you have specifically requested or consented to receive.

Consent to receive promotional SMS/text messages is not a condition of purchasing any goods or services from Wash Your Stuff.

Message frequency may vary. Message and data rates may apply.

You may opt out of SMS/text communications at any time by replying STOP to a message from Wash Your Stuff.

For assistance, reply HELP or contact us at support@washyourstuff.com or 817-380-8460.

After an opt-out request, you may receive a final message confirming that you have been unsubscribed. We will then discontinue messages covered by your opt-out unless you subsequently provide consent to receive them again or applicable law otherwise permits the communication.

4. SMS Consent and Mobile Information

Wash Your Stuff takes the privacy of SMS consent information seriously.

No mobile opt-in or text message consent will be shared with third parties or affiliates for their own marketing or promotional purposes.

Mobile telephone numbers, SMS consent information, and SMS opt-in data will not be sold, rented, or transferred to third parties or affiliates for their independent marketing or promotional purposes.

We may provide information to service providers that perform services on our behalf and are necessary to facilitate our communications, such as telecommunications providers, SMS platforms, customer-management systems, hosting providers, and other vendors acting on our behalf. Such providers may receive information only as reasonably necessary to provide their services to Wash Your Stuff and are not authorized by us to use SMS consent information for their own independent marketing.

The foregoing exclusions regarding SMS opt-in information apply even where other provisions of this Privacy Policy permit information to be shared with service providers or other parties.

5. SMS Consent Records

We may retain records associated with SMS consent, including:

- Telephone number;
- Date and time consent was obtained;
- Method by which consent was obtained;
- The disclosure or form associated with the consent;
- Communication preferences;
- Messages relating to opt-in or opt-out requests; and
- Date and time of withdrawal of consent.

These records may be maintained to administer our messaging program, honor consumer preferences, demonstrate compliance, resolve disputes, and meet legal or regulatory requirements.

6. How We Share Information

Except for the SMS/mobile opt-in restrictions described above, we may disclose personal information in limited circumstances, including to service providers that support website hosting, payment processing, information technology, data storage, analytics, customer-management services, email communications, SMS communications, security and fraud prevention, and other operational services.

We may also disclose information when reasonably necessary to comply with applicable laws, regulations, court orders, subpoenas, or legal processes; respond to lawful governmental requests; investigate suspected fraud, security incidents, or unlawful conduct; enforce our agreements and policies; or protect rights, property, or safety.

Information may be transferred as part of a merger, acquisition, financing, reorganization, sale of assets, or similar business transaction, subject to applicable law.

For clarity, SMS opt-in and text-message consent information is not shared with third parties or affiliates for their marketing or promotional purposes.

7. Cookies and Similar Technologies

Wash Your Stuff and our service providers may use cookies, pixels, analytics technologies, and similar technologies to operate and improve our website.

These technologies may be used to maintain website functionality, remember user preferences, understand website traffic, analyze website performance, improve the user experience, detect technical or security problems, and measure the effectiveness of marketing efforts.

Your browser may allow you to block or delete cookies. Certain portions of the website may not function correctly if cookies are disabled.

8. Analytics and Third-Party Services

Our website may use third-party analytics or technology services to understand website traffic and improve our services.

These providers may collect information such as device information, browser information, IP address, pages visited, and interactions with our website according to their own privacy practices and our arrangements with them.

9. Data Security

Wash Your Stuff uses reasonable administrative, technical, and organizational safeguards designed to protect personal information against unauthorized access, loss, misuse, alteration, or disclosure.

However, no website, electronic transmission, computer system, or data-storage method can be guaranteed to be completely secure. We therefore cannot guarantee the absolute security of information transmitted to or stored by us.

10. Data Retention

We retain personal information for as long as reasonably necessary to provide our services, maintain customer and transaction records, fulfill the purposes described in this Privacy Policy, maintain records of consent and opt-out requests, resolve disputes, enforce agreements, and satisfy applicable legal, accounting, or regulatory requirements.

Retention periods may vary depending upon the type of information and the purpose for which it was collected.

11. Your Communication Choices

Email: You may unsubscribe from marketing emails by using the unsubscribe instructions included in those communications where applicable.

SMS/Text Messages: You may withdraw consent to receive SMS/text messages by replying STOP to a Wash Your Stuff message. You may reply HELP for assistance. You may also contact support@washyourstuff.com or 817-380-8460.

Opting out of promotional communications does not necessarily prevent us from sending communications that are legally permitted or necessary to complete a transaction or respond to a communication you initiate.

12. Children's Privacy

Our website and services are not directed toward children under 13, and Wash Your Stuff does not knowingly collect personal information from children under 13 through the website.

If we learn that we have collected personal information from a child under 13 without appropriate authorization, we will take reasonable steps to delete it.

13. Third-Party Websites

Our website may contain links to websites or services operated by third parties.

Wash Your Stuff does not control those third parties and is not responsible for their privacy, security, content, or business practices. We encourage you to review the privacy policies of any third-party websites you visit.

14. Changes to This Privacy Policy

We may modify this Privacy Policy periodically to reflect changes to our practices, services, technologies, or legal obligations.

When changes are made, the revised Privacy Policy will be posted on our website and the Last Updated date will be revised.

Your continued use of our website following publication of an updated Privacy Policy constitutes acknowledgment of the revised policy to the extent permitted by applicable law.

15. Contact Us

Wash Your Stuff

Website: washyourstuff.com

Email: support@washyourstuff.com

Phone: 817-380-8460