

# Reedcorp LLC. DBA Car Spa Pro Privacy Policy

Effective Date: May 3, 2025

Last Updated: May 3, 2025

At Car Spa Pro, we value your trust and are committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you interact with us, whether through our website (carspapro.com), in person, or via phone or email. By engaging with Car Spa Pro, you agree to the terms of this Privacy Policy. We comply with applicable federal and Texas state laws, including the Texas Data Privacy and Security Act (TDPSA) and other relevant regulations.

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## 1. Information We Collect

We collect information to provide and improve our automotive detailing and restoration services. The types of information we may collect include:

- Personal Information:
    - Name, email address, phone number, and physical address (e.g., for mobile service appointments or billing).
    - Payment information (e.g., credit/debit card details, processed securely through third-party payment providers).
    - Vehicle details (e.g., make, model, year, VIN) to ensure proper service delivery.
  - Non-Personal Information:
    - Website usage data (e.g., IP address, browser type, pages visited, time spent on carspapro.com) collected via cookies and similar technologies.
    - Before-and-after photos or videos of vehicles for quality assurance or marketing purposes (only with consent or without personally identifiable information).
  - Communications:
    - Information you provide when you contact us, such as inquiries, feedback, or appointment requests.
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## 2. How We Collect Information

We collect information in the following ways:

- Directly from You: When you book an appointment, fill out forms on carspapro.com, call us at 832-985-1221, email us at support@carspapro.com, or interact with us in person.
  - Automatically: Through cookies, web beacons, and analytics tools (e.g., Google Analytics) when you visit carspapro.com. You can manage cookie preferences through your browser settings.
  - From Third Parties: From payment processors (e.g., Stripe, Square) or marketing partners (e.g., social media platforms) when you engage with our ads or services.
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### 3. How We Use Your Information

We use your information to:

- Provide and manage our services, such as scheduling appointments, performing detailing/restoration, and processing payments.
  - Communicate with you, including sending appointment confirmations, reminders, and updates about your service.
  - Improve our services by analyzing customer feedback, website usage, and service performance.
  - Market our services, such as sending promotional emails, SMS, or newsletters about offers, discounts, or events (you may opt out at any time).
  - Ensure safety and compliance by maintaining records of vehicle conditions and service history.
  - Comply with legal obligations, such as tax reporting or responding to legal requests.
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### 4. How We Share Your Information

We do not sell your personal information. We may share your information in the following circumstances:

- Service Providers: With trusted third parties who assist us in operating our business, such as payment processors (e.g., Stripe, Square), website hosting providers, or marketing platforms. These providers are contractually obligated to protect your data.
- Legal Requirements: If required by law, such as in response to a subpoena, court order, or government investigation, or to protect the rights, property, or safety of Car Spa Pro, our customers, or the public.

- **Business Transfers:** In the event of a merger, acquisition, or sale of Car Spa Pro's assets, your information may be transferred to the new entity, with notice provided to you.
  - **With Consent:** We may share before-and-after photos or videos of your vehicle for marketing purposes (e.g., on social media or our website) if you provide explicit consent.
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## 5. Video Recordings for Marketing and Advertising

Car Spa Pro's primary marketing strategy includes creating videos of our work for distribution on various social media platforms (e.g., Instagram, Facebook, X) and for use in online advertising. These videos showcase our detailing and restoration services, highlighting the quality and transformation of vehicles we service.

- **Privacy Protections:** We ensure that these videos do not include personally identifiable information (e.g., your name, license plate, or personal belongings) unless you provide explicit written consent. License plates and other identifying features will be blurred or obscured in the footage.
  - **Use of Videos:** Videos may be used indefinitely on our website, social media accounts, and in online advertising campaigns to promote Car Spa Pro's services.
  - **Opt-Out Option:** If you prefer that Car Spa Pro not create video recordings of your vehicle for the uses described above, you must notify us at the time of booking. You can do this by:
    - Selecting the "Do Not Record My Vehicle" option during online booking on carspapro.com.
    - Informing us verbally when booking by phone at 832-985-1221.
    - Emailing us at support@carspapro.com with your request prior to your appointment.  
If you opt out, we will not record your vehicle, though we may still take photos for internal quality assurance purposes (these will not be used for marketing).
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## 6. Your Rights Under Texas and U.S. Law

Under the Texas Data Privacy and Security Act (TDPSA) and other applicable laws, you have the following rights regarding your personal information:

- **Right to Access:** Request a copy of the personal information we have about you.

- Right to Correct: Request corrections to inaccurate or incomplete personal information.
- Right to Delete: Request deletion of your personal information, subject to legal exceptions (e.g., record-keeping for tax purposes).
- Right to Opt-Out: Opt out of the sale of your personal information (not applicable, as we do not sell data) or targeted advertising (e.g., by disabling cookies).
- Right to Non-Discrimination: We will not discriminate against you (e.g., by denying service or charging higher prices) for exercising your privacy rights.

To exercise these rights, contact us at [support@carspapro.com](mailto:support@carspapro.com) or 832-985-1221. We will respond within 45 days, as required by the TDPSA, and may extend this period by an additional 45 days if necessary, with notice. We may require verification of your identity to process your request.

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## 7. Data Security

We take reasonable measures to protect your information from unauthorized access, use, or disclosure, including:

- Using secure encryption (e.g., SSL) for data transmission on carspapro.com.
  - Storing payment information securely through third-party processors (we do not store your full card details).
  - Limiting access to your information to authorized personnel only.
- However, no method of transmission or storage is 100% secure. While we strive to protect your data, we cannot guarantee absolute security. If a data breach occurs, we will notify affected customers as required by law (e.g., within 60 days under the TDPSA).
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## 8. Cookies and Tracking Technologies

We use cookies and similar technologies on carspapro.com to enhance your experience, analyze website performance, and deliver personalized content. Types of cookies include:

- Essential Cookies: Necessary for website functionality (e.g., booking forms).
  - Analytics Cookies: Track usage patterns (e.g., Google Analytics).
  - Marketing Cookies: Enable targeted ads on third-party platforms.
- You can manage cookie preferences through your browser settings or by

opting out via our cookie consent banner. Note that disabling cookies may affect website functionality.

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## 9. Marketing Communications

By providing your contact information, you agree to receive marketing communications from Car Spa Pro, such as promotional emails, SMS, or newsletters. You can opt out at any time by:

- Clicking the “unsubscribe” link in our emails.
  - Replying “STOP” to SMS messages.
  - Contacting us at support@carspapro.com or 832-985-1221.
- We will honor opt-out requests promptly, though you may still receive transactional communications (e.g., appointment reminders).
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## 10. Children’s Privacy

Car Spa Pro’s services are not intended for individuals under 18 years of age. We do not knowingly collect personal information from children under 13, as required by the Children’s Online Privacy Protection Act (COPPA). If we learn that we have collected such information, we will delete it promptly. If you believe we have inadvertently collected data from a child under 13, please contact us immediately.

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## 11. Data Retention

We retain your personal information only as long as necessary to fulfill the purposes outlined in this policy, including:

- For as long as you remain a customer, to manage your appointments and service history.
  - For 5 years after your last interaction, for tax and legal compliance purposes.
  - Website usage data is retained for up to 2 years for analytics purposes. After these periods, we will securely delete or anonymize your information, unless required to retain it by law.
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## 12. Third-Party Links

Our website may contain links to third-party sites (e.g., social media platforms, payment processors). We are not responsible for the privacy practices or content of

these sites. We encourage you to review their privacy policies before providing personal information.

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### 13. Changes to This Privacy Policy

We may update this Privacy Policy to reflect changes in our practices or legal requirements. The updated policy will be posted on carspapro.com with the "Last Updated" date. If we make material changes (e.g., new uses of your data), we will notify you via email or a website notice at least 30 days before the changes take effect. Your continued use of our services after the updated policy takes effect constitutes your acceptance of the changes.

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### 14. Contact Us

If you have questions, concerns, or requests regarding your privacy or this policy, please contact us:

- Email: [support@carspapro.com](mailto:support@carspapro.com)
- Phone: 832-985-1221
- Mailing Address: Car Spa Pro, 1234 Shine Street, Houston, TX 77001

We're here to help ensure your privacy is protected while we make your vehicle shine mean!

Drive clean. Shine mean.

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