

MYHOOPTY.COM LLC

flashmyhoopty.com · powered by MyHoopty.com LLC

Privacy Policy

Last updated: September 1, 2026

MyHoopty.com LLC (“MyHoopty,” “we,” “us,” or “our”) operates flashmyhoopty.com (powered by MyHoopty.com LLC), related websites and mobile applications, parking-permit tools, and towing-industry software (the “Services”). This Privacy Policy explains how we collect, use, share, and protect personal information.

Read this Policy with the Terms of Service. For business customers, also read any Data Processing Addendum. This Policy does not apply to third-party websites or apps you open through the Services.

1. Who this Policy covers

We serve different kinds of people:

- Business Customers — towing companies and their staff who subscribe to software;
- Property Partners — owners and managers that use the parking-permit platform;
- Users invited by a customer — dispatchers, drivers, and office staff;
- Residents and applicants who apply for or hold a parking permit, and people whose information appears in a job or permit file (vehicle owners, operators, property contacts); and
- Website visitors and people who email, call, or text us.

When we process job-file or permit-file data solely to provide the software to a Business Customer or Property Partner, that customer is the controller (or “business”) and MyHoopty is the processor (or “service provider”). When you deal with MyHoopty directly (creating your own account, visiting our public site, paying MyHoopty for a subscription or application fee, or opting into SMS from MyHoopty), MyHoopty is the controller for that relationship.

2. Information we collect

Information you provide

- Account and contact data: name, email, phone, mailing and billing address, company or unit, role.
- Credentials and support communications.
- Payment data: we use a PCI-compliant processor (such as Stripe). We do not intentionally store full primary account numbers or CVV. We may store tokens, last four digits, status, and amounts.
- Permit and vehicle data: make, model, year, color, plate, state, VIN, unit, residency information, photographs, signatures, and documents uploaded to an application or job file.
- Precise geolocation when a user enables location for dispatch, navigation, mileage, or on-scene documentation.

Do not upload Social Security numbers, full card numbers, or other sensitive data the Services do not require.

Information collected automatically

- Log data: IP address, browser type, pages viewed, timestamps, referring URL.
- Device data: hardware model, OS version, app version, device identifiers, mobile network information.
- Cookies and similar technologies on web surfaces, used to keep you logged in, remember preferences, and understand usage.
- Diagnostics: crashes, performance, and error reports.

Information from others

We may receive information from map and GPS vendors, payment processors, plate/VIN lookup vendors used at a customer's direction, property accounts, motor clubs, and the customer that invites you as a user.

Call and chat recording

Support calls or in-app chat may be monitored or recorded for quality and security. If you do not wish to be recorded, hang up and email myhoopty.com@gmail.com instead.

3. How we use information

We use information to:

- provide, maintain, secure, and improve the Services;
- create and manage accounts, roles, permits, and applications;
- run dispatch, documentation, invoicing, storage-clock, reporting, and communication workflows;
- display maps, calculate mileage, and show driver or job location when enabled;
- process subscription payments, permit application fees, and enabled customer payments;
- send transactional notices (job status, storage, release, permit status, security, billing) by email, push, and SMS where a number is provided;
- send optional product or program messages if you have opted in;
- provide support and investigate abuse, fraud, or security incidents;
- comply with law and valid legal process; and
- enforce our Terms.

We may use aggregated or de-identified information that cannot reasonably identify a person. MyHoopty does not use Customer Personal Data to train third-party or general-purpose AI models. Limited operational tools (for example OCR on documents you upload, routing, fraud or abuse detection, or support) may run only as needed to provide the Services.

4. How we share information

We do not sell personal information. We do not sell precise geolocation. Mobile opt-in data and SMS consent records are not shared with third parties for those parties' own marketing. We share information only:

- with service providers / subprocessors who host, store, send email or SMS, process payments, monitor errors, or provide maps, GPS, or security — under contracts that require appropriate privacy and security care;
- with parties the customer instructs or configures (police lookup, property accounts, insurers, vehicle owners receiving an invoice or photos, motor clubs);
- if required by law, warrant, subpoena, court order, or to protect rights, safety, or security, including imminent bodily harm;
- in connection with a merger, financing, or sale of assets, with continuing protection of the information; and
- with your consent.

We may share aggregated or de-identified information.

5. Motor-vehicle records, plates, and VINs

Plate, VIN, and owner information may be motor-vehicle record information regulated by the federal Driver's Privacy Protection Act and Connecticut DMV rules. Business Customers and Property Partners must have a permitted use before collecting or requesting that information. MyHoopty will not use DMV-derived customer data for marketing, advertising, solicitation, or resale. The customer remains responsible for lawful access and disclosure.

Connecticut wrecker records. From time to time a law-enforcement officer or an inspector designated by the Commissioner of Motor Vehicles may ask to review a nonconsensual-tow ticket and the accompanying file. Connecticut law requires a wrecker service to keep those records and to make them available for inspection during regular business hours (CGS § 14-66b, as amended, including the written authorization form and photographs required for a nonconsensual tow). When that statutory inspection right applies, MyHoopty may disclose the tow ticket and accompanying file information to that officer or inspector without a warrant, in accordance with Connecticut law. Other civil or criminal demands that are not a statutory wrecker-record inspection still follow the Data Request Policy.

6. Location data

Precise geolocation is sensitive under Connecticut privacy law when that law applies. We collect it only when a feature is enabled to provide dispatch, navigation, proof of service, or mileage. We do not sell it. You can disable location permission in the device settings; some dispatch features will then not work.

7. Cookies and analytics

Web portions of the Services may use first-party cookies for session and security. We may use operational analytics or crash reporting to keep the Services working. We do not use customer job-file or permit-file data to run third-party advertising networks.

8. SMS program terms and consent

This section is the SMS agreement for texts sent by or on behalf of MyHoopty.com LLC in connection with flashmyhoopty.com, parking-permit administration, job and storage notices, account security, and related operations.

Program name. MyHoopty / flashmyhoopty.com parking and towing operations messages.

What you may receive. Transactional messages about permit applications and status, payment receipts, parking or towing notices, storage and release, tow job updates (including ETA, on-scene or arrival notices, and completion), account security, and customer support. Separate marketing or promotional texts are sent only if you give a distinct opt-in for that purpose.

How we get your number. You provide it on an application, payment page, account form, support request, or checkbox. Business Customers may also load numbers for their own users or job files under their instructions.

Message frequency varies. You may receive messages when you apply, when a payment posts, when a permit is approved or denied, when a vehicle is ticketed or towed, when storage or release information changes, or when we must reach you about an account or security issue. There is no fixed monthly cap because frequency follows events on the account or property.

Message and data rates may apply. Your carrier's standard message and data rates may apply to messages we send or that you send to us. MyHoopty does not charge an extra fee for SMS beyond any application, subscription, or towing charges that are disclosed separately.

Consent is not a condition of purchase. Agreeing to marketing or promotional texts is not required to submit a permit application, pay the application fee, or buy other paid features. Transactional texts that are necessary to complete an application, payment, release, or security event may still be sent where permitted by law.

Opt-out. Reply STOP, STOPALL, QUIT, END, CANCEL, UNSUBSCRIBE, REVOKE, or OPT OUT to cancel SMS from that program. You may also email myhoopty.com@gmail.com. We will honor a reasonable opt-out request. Opting out of marketing texts does not automatically cancel transactional job, storage, release, or permit-status messages required to operate the Services.

Help. Reply HELP or email myhoopty.com@gmail.com. You may also call the tow-release line published in your property packet (203-528-0124) for towed-vehicle questions.

No sale of SMS opt-in data. We do not sell, rent, or share mobile numbers or SMS opt-in data with third parties for those parties' own marketing or promotional use. Carriers and our SMS gateway process messages as service providers.

Supported carriers may change. Wireless carriers are not liable for delayed or undelivered messages. Keep your number current. If you change numbers, opt out on the old number and update your account.

9. Retention

We keep personal information as long as needed to provide the Services, plus periods required for legal holds, audits, dispute resolution, tax, and statutory towing, storage, and permit recordkeeping. You should export records you must keep under Connecticut towing or landlord-tenant rules; MyHoopty is not your only archive.

10. Security

We use commercially reasonable safeguards, which include encryption in transit, encryption at rest for stored files and databases as implemented, authentication, role-based access, logging, backups, and vendor review. No security program can guarantee against all unauthorized access.

11. Your choices and privacy rights

You may update account information in the Services or by emailing myhoopty.com@gmail.com. You may opt out of promotional email using the unsubscribe link. Transactional job, permit, and account messages may continue.

Connecticut residents and residents of other states with consumer privacy laws may have rights to access, correct, delete, or obtain a portable copy of personal information MyHoopty controls, and to appeal a refusal, subject to legal exceptions (including data we process only as a service provider for a towing company or property partner). Submit requests to myhoopty.com@gmail.com. We will verify the request and respond within the time those laws require (typically 45 days under the Connecticut Data Privacy Act, subject to a permitted extension).

If MyHoopty holds the data only as a processor for a customer, we will direct the person to that customer unless law requires us to respond.

We will not deny the Services or charge a different price solely because you exercised a privacy right, except as those laws allow for a bona fide difference in cost or value.

12. California notice

If you are a California resident and MyHoopty is processing your information as a business, you may have CCPA/CPRA rights to know, delete, correct, and opt out of sale or sharing. MyHoopty does not sell personal information and does not share it for cross-context behavioral advertising. Shine-the-light requests may be sent to myhoopty.com@gmail.com.

13. Children

The Services are for users 18 and older. We do not knowingly collect personal information from children under 13. If you believe we have, contact myhoopty.com@gmail.com and we will delete it.

14. International visitors

The Services are operated from the United States. If you access them from another country, you consent to transfer of information to the United States, which may have different data-protection laws.

15. Changes

We may update this Policy and will change the date above. For material changes in how we use personal information, we will provide additional notice where required (email or in-product) and a chance to opt out of a materially new use of information collected under a prior policy. Continued use after the effective date means you accept the updated Policy.

16. How to contact us

MyHoopty.com LLC

flashmyhoopty.com powered by MyHoopty.com LLC

690 Main Street, Oakville, CT 06795

Privacy, legal, and support: myhoopty.com@gmail.com

Phone: 203-528-0124

To request access to, correction of, or deletion of personal information, or to appeal a decision, email myhoopty.com@gmail.com with enough detail for us to verify you and locate the records. Law-enforcement and civil legal process should follow the Data Request Policy.

End of Privacy Policy.