

SUNSET SUDS LAUNDRY CO.

Privacy Policy

Effective Date: July 2, 2026

Overview

Sunset Suds Laundry Co. ("Sunset Suds," "we," "us," or "our") respects your privacy. This Privacy Policy explains how we collect, use, store, and share information when you visit sunsetsudslaundry.com, submit forms, request service, create an account, communicate with us, use payment links, or interact with our services.

By using our website or submitting information to us, you agree to this Privacy Policy.

1. Information We Collect

We may collect information you provide directly to us, including:

- Name
- Business name
- Legal business name
- Email address
- Phone number
- Business address
- Pickup address
- Delivery address
- Billing contact information
- Service preferences
- Laundry volume estimates
- Property/unit information
- Access instructions
- Gate codes, lockbox codes, or parking instructions
- Communication preferences
- Billing preferences
- Onboarding form responses
- Service request details
- Messages, emails, or other communications you send to us

We may also collect limited technical information when you use our website, such as IP address, browser type, device information, pages visited, referring website, approximate location based on browser/device data, date and time of website visits, and cookies or similar tracking information if used.

2. How We Use Information

We may use information to:

- Respond to inquiries
- Review service eligibility
- Set up client accounts
- Create service proposals
- Schedule pickups and deliveries
- Coordinate route logistics
- Process laundry orders
- Communicate with clients
- Send invoices or payment links
- Manage billing and payment status
- Provide customer support
- Improve website and service operations
- Maintain business records
- Protect client property and account information
- Document pickups, deliveries, missed pickups, failed deliveries, or service issues
- Enforce agreements, policies, and payment terms
- Comply with legal, tax, insurance, or regulatory obligations

3. Client Portal and Payment Information

Sunset Suds may provide access to a client portal or online account system. If you create a portal account, we may collect account setup information, login-related information, service preferences, billing information, and account activity data.

Payment information may be processed by third-party payment processors. Sunset Suds does not intend to store full credit card or bank account numbers directly unless specifically stated through a secure payment provider. Payment processors may collect and process information according to their own privacy policies and terms.

4. Pickup, Delivery, and Access Information

To provide service, Sunset Suds may collect and use pickup and delivery details, including property addresses, unit numbers, gate codes, lockbox codes, parking instructions, preferred pickup locations, preferred delivery locations, contact names and phone numbers, special access notes, and photos of laundry bags, pickup locations, delivery locations, labels, or service issues.

This information is used to complete service, document orders, confirm delivery, resolve disputes, and improve operations. Clients are responsible for providing accurate access information and updating Sunset Suds when access instructions change.

5. Photos and Documentation

Sunset Suds may take photos or create records for operational purposes, including pickup confirmation, delivery confirmation, bag count, order labels, missed pickup documentation, failed delivery documentation, unsafe laundry concerns, damaged/mixed/missing item claims, vendor processing records, and incident reports.

We do not intentionally photograph guests, tenants, residents, private personal items, sensitive documents, or unrelated property details. If such information is accidentally captured, we may delete or restrict use of the image when practical.

6. How We Share Information

We may share information with:

- Laundry vendors or commercial laundry partners
- Drivers, route contractors, or delivery helpers
- Payment processors
- Website hosting providers
- Client portal software providers
- Email or communication tools
- Scheduling or route management tools
- Accountants, attorneys, insurers, or professional advisors
- Government, legal, or regulatory authorities when required
- Service providers who help us operate the business

We share only the information reasonably needed to perform services, process payments, maintain accounts, or operate the business. We do not sell client information to unrelated third parties.

7. Marketing Communications

We may use your contact information to send service updates, account messages, onboarding communications, and occasional marketing communications. You may opt out of marketing emails by following unsubscribe instructions or contacting us directly.

You may opt out of marketing text messages by replying "STOP," where applicable. Opting out of marketing communications does not stop necessary service-related messages for active accounts, invoices, pickups, deliveries, payment issues, or account status.

8. Cookies and Website Tracking

Our website may use cookies or similar technologies to improve website performance, understand how visitors use the website, remember preferences, support forms or account features, and measure marketing effectiveness.

You may be able to disable cookies through your browser settings. Some website features may not work properly if cookies are disabled.

9. Data Security

We use reasonable administrative, technical, and physical safeguards to protect information. However, no website, email, payment system, portal, or digital service can be guaranteed 100% secure.

Clients should avoid sending sensitive access codes, payment information, or confidential information through unsecured channels when a secure option is available.

10. Data Retention

We may retain information for as long as reasonably needed to provide services, maintain business records, resolve disputes, process payments, comply with tax/legal/insurance/accounting obligations, enforce agreements and policies, and support business operations. We may delete or anonymize information when it is no longer needed.

11. Your Choices

You may contact us to update contact information, update pickup or delivery instructions, request correction of inaccurate information, opt out of marketing emails or texts, or ask questions about how your information is used.

We may need to retain certain information for legal, tax, accounting, insurance, operational, or dispute-resolution purposes.

12. Children's Privacy

Sunset Suds services are intended for businesses and adults. We do not knowingly collect personal information from children under 13. If we learn that we have collected information from a child under 13, we will take reasonable steps to delete it.

13. Third-Party Links

Our website may link to third-party websites, payment processors, forms, portals, or services. We are not responsible for the privacy practices, terms, security, or content of third-party websites or platforms. You should review the privacy policies of any third-party services you use.

14. Florida Privacy Notice

Sunset Suds is a small commercial laundry service provider and does not currently intend to operate as a large digital advertising platform, data broker, or business that sells personal data. We still aim to handle client information responsibly and transparently.

If applicable privacy laws change or Sunset Suds becomes subject to additional legal requirements, we may update this Privacy Policy.

15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Updated versions will be posted on the website with a revised effective date. Your continued use of the website or services after updates are posted means you accept the updated Privacy Policy.

16. Contact

Questions about this Privacy Policy may be sent to: Sunset Suds Laundry Co., ask@sunsetsudslaundry.com, sunsetsudslaundry.com.