

# AutoWash Privacy Policy

Effective Date: August 6, 2025

At AutoWash, we are committed to protecting your privacy. This Privacy Policy explains what information we collect, why we collect it, and how you can manage your data.

## 1. Information AutoWash Collects

We collect information to provide better services to all our users.

### Information You Provide:

- Contact Form Data: When you submit a quote request or contact form, we collect your name, phone number, email address, county, and description of your inquiry.
- Account Information: When signing up to use AutoWash's carwash management platform, you may provide business name, contact person, and payment information.

### Information We Collect Automatically:

- Device and Browser Data: Includes IP address, device type, operating system, browser type, and interactions with our website.
- Usage Data: Information about your interaction with our services, such as pages visited, buttons clicked, and navigation behavior.

## 2. Why AutoWash Collects Data

We collect and use your data to:

- Deliver and improve our services.
- Respond to inquiries and support requests.
- Maintain account functionality.

- Send promotional messages (only if you opt-in).
- Monitor and protect our systems from misuse or abuse.

### 3. Sharing Your Information

AutoWash does NOT sell your personal information to third parties.

We may share your information with:

- Service Providers: Such as payment processors (e.g., M-Pesa), hosting providers, or communication platforms.
- Legal Authorities: When required by law or to protect our users or business.

### 4. Your Privacy Controls

You have the ability to:

- Access, update, or delete your personal data by contacting us.
- Opt out of receiving promotional emails.
- Request a copy of the data we hold about you.

### 5. Protecting Your Information

We implement appropriate security measures including:

- HTTPS encryption across our website.
- Firewalls and secure cloud infrastructure.
- Role-based access control within the AutoWash platform.

### 6. Data Retention

We retain user data only for as long as necessary:

- For the purposes outlined above.
- To comply with legal obligations.

- For internal analysis and business continuity.

## 7. Children's Privacy

AutoWash is not intended for individuals under the age of 18. We do not knowingly collect personal data from children.

## 8. Changes to This Policy

We may update this Privacy Policy periodically. When we do, we will:

- Post the revised version on this page.
- Update the "Effective Date" at the top.

## 9. Contact Us

If you have questions about this Privacy Policy or your data, contact us at:

Email: [hello@autowash.co.ke](mailto:hello@autowash.co.ke)

Phone: +254 726 396 636

Website: [www.autowash.co.ke](http://www.autowash.co.ke)

## Consent

By using our website or signing up for our services, you consent to the terms outlined in this Privacy Policy.