

Privacy Policy

Polished Midwest

Effective Date: 5/19/2026 **Last Updated:** 5/19/2026

1. Introduction

Polished Midwest ("we," "us," or "our") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, share, and protect information when you visit our website, fill out our forms, communicate with us, or use our car detailing services.

By using our website, services, or providing information to us, you agree to the terms of this Privacy Policy.

2. Information We Collect

We collect the following types of information:

Personal Information You Provide:

- Name (first and last)
- Phone number
- Email address
- Vehicle information (year, make, model, condition)
- Service preferences and interests
- Location (city, service address)
- Payment information (processed securely through third-party processors)
- Any other information you choose to provide in messages or form fields

Information Collected Automatically:

- IP address
- Browser type and device information
- Pages visited and time spent on our website
- Referring website or source

- Cookies and similar tracking technologies (see Section 7)
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3. How We Use Your Information

We use your information to:

- Provide car detailing services and process service requests
 - Communicate with you about quotes, appointments, services, and updates
 - Send appointment reminders and confirmations via SMS, email, or phone
 - Send promotional offers and follow-up communications about our services (when you have consented)
 - Process payments and manage billing
 - Improve our services, website, and customer experience
 - Respond to inquiries and customer support requests
 - Comply with legal obligations
 - Detect and prevent fraud or unauthorized activity
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4. SMS / Text Messaging Policy

When you provide your phone number and consent to receive text messages from Polished Midwest, you agree to the following terms:

Message Types: You will receive recurring text messages including:

- Quote confirmations and service estimates
- Appointment confirmations, reminders, and updates
- Service follow-up and customer satisfaction messages
- Promotional offers and marketing messages about our detailing services

Message Frequency: Message frequency varies based on your engagement and service activity.

Message and Data Rates: Standard message and data rates may apply based on your mobile carrier and plan.

Consent Is Not a Condition of Purchase: Your consent to receive text messages is NOT required to purchase any goods or services from Polished Midwest. You can still book and receive services without opting into SMS communications.

Opting Out: You may opt out of receiving text messages at any time by:

- Replying **STOP** to any text message we send
- Contacting us using the information in Section 12

After opting out, you will receive a confirmation message and will no longer receive promotional or marketing texts. You may still receive transactional messages directly related to active service appointments.

Getting Help: Reply **HELP** to any text message to receive assistance information, or contact us using the information in Section 12.

Third-Party Sharing of SMS Data: Information you provide to receive text messages, including your phone number and consent records, is NOT shared with third parties or affiliates for marketing purposes. SMS consent data is only shared with the service providers necessary to deliver our messaging service (such as our messaging platform provider and mobile carriers).

5. Information Sharing

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

Service Providers: We share information with third-party service providers who help us operate our business, including:

- Booking and scheduling software (FieldD)
- Customer relationship management software (GoHighLevel)
- Payment processors
- SMS and email service providers
- Marketing analytics tools

These providers are contractually obligated to protect your information and use it only for the services they provide to us.

Legal Requirements: We may disclose information if required by law, subpoena, court order, or to protect our legal rights, safety, or property.

Business Transfers: If Polished Midwest is involved in a merger, acquisition, or asset sale, your information may be transferred as part of that transaction. We will notify you before your information becomes subject to a different privacy policy.

With Your Consent: We may share your information for any other purpose with your explicit consent.

No SMS Data Sharing for Marketing: As stated in Section 4, your SMS opt-in information and phone number are NOT shared with third parties or affiliates for marketing purposes.

6. Data Retention

We retain your personal information only for as long as necessary to:

- Provide the services you've requested
- Comply with our legal obligations (such as tax records)
- Resolve disputes
- Enforce our agreements

You may request deletion of your information at any time (see Section 8), subject to legal retention requirements.

7. Cookies and Tracking Technologies

Our website may use cookies and similar tracking technologies to improve your experience. These may include:

- **Essential cookies** (required for the site to function)
- **Analytics cookies** (to understand how visitors use our site)
- **Marketing cookies** (to deliver relevant advertising on our site and other platforms)

You can control cookies through your browser settings. Disabling certain cookies may affect website functionality.

We may also use third-party advertising platforms (such as Meta/Facebook Ads, Google Ads) that use tracking technologies to deliver relevant ads. You can manage your ad preferences through those platforms directly.

8. Your Rights and Choices

You have the right to:

- **Access** the personal information we have about you
- **Correct** inaccurate information
- **Delete** your personal information (subject to legal retention requirements)
- **Opt out** of marketing communications (SMS via STOP, email via unsubscribe links)
- **Request a copy** of your information in a portable format
- **Object** to certain uses of your information
- **File a complaint** with a data protection authority

To exercise these rights, contact us using the information in Section 12. We will respond within 30 days.

9. Data Security

We implement reasonable security measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction. These measures include:

- Encrypted data transmission (SSL/TLS)
- Secure third-party platforms for booking and payment processing
- Limited access to personal information among our staff and contractors
- Regular security reviews of our systems

However, no method of transmission over the internet or electronic storage is 100% secure. While we strive to protect your information using industry-standard practices, we cannot guarantee absolute security.

10. Children's Privacy

Our services are not directed to individuals under the age of 18, and we do not knowingly collect personal information from children under 18. If you believe we have inadvertently collected information from a child under 18, please contact us at the email address in Section 12 so we can promptly delete it.

11. California Privacy Rights (CCPA)

If you are a California resident, you have additional rights under the California Consumer Privacy Act (CCPA):

- The right to know what personal information is collected, used, shared, or sold
- The right to delete personal information held by businesses
- The right to opt out of the sale of personal information (Polished Midwest does NOT sell personal information)
- The right to non-discrimination for exercising your CCPA rights
- The right to correct inaccurate personal information

To exercise these rights, contact us using the information in Section 12. We may request verification of your identity before fulfilling certain requests.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The updated version will be posted on this page with a revised "Last Updated" date at the top. Material changes will be communicated to you via email or prominent notice on our website. We encourage you to review this Privacy Policy periodically.

13. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or our privacy practices, please contact us:

Polished Midwest

- **Phone:** (618)-900-1511

For privacy-specific inquiries, you can also say "Privacy Request" when messaging.

This Privacy Policy was last updated on 5/19/2026.