

# Privacy Policy

Effective Date: January 29, 2026

**Cloud10 smartwash™** (“we,” or “us”) respects your privacy and is committed to protecting it through our compliance with this Privacy Policy (this “Policy”). This Policy describes the types of personal information we may collect from or about you and our practices for collecting, using, maintaining, protecting, and disclosing that information.

In this Policy, references to the “Website” include our website(s) and any mobile application(s) and social media sites we control.

Please read this Policy carefully to understand our policies and practices regarding your personal information and how we will handle it. By accessing or using the Website or by otherwise providing information to us, you agree to this Policy. If you do not agree to this Policy, you should not use the Website or provide personal information to us in any other way.

A printable copy of this Policy is available [here](#).

## Personal Information We Collect

We collect and process the following categories of personal information from and about users of the Website:

- Contact information and other information that identifies, relates to, describes, or is capable of being associated with a particular individual, such as your name, mailing address, email address, phone number, and vehicle license plate number.
- Other demographic information, such as your date of birth.
- Government identifiers, such as your driver’s license number.
- Billing and payment information (including bank account and credit card information), transaction history and other commercial information.
- Job applicant data, including work history, educational background, and other professional or employment-related information.
- Account information.
- Communications data when you contact us.

- Marketing data, like your preferences for marketing and details about your engagement with communications from us.
- Geolocation information, including physical location or movements.
- Information about your internet connection, the equipment you use to access the Website, and usage details, such as IP address, mobile device and online identifiers, operating system, Mac address, cookie IDs, browser activity, search history, access times, social media information, and information regarding your interaction with the Website.

Some of the information identified above (such as government identifiers and financial information) may be considered sensitive information under certain laws. If required by applicable law, we will collect and process sensitive personal information only with your consent. If you choose not to provide your consent or if you do not allow us to collect some information, we may not be able to provide you with requested products or services.

## **How We Collect Your Personal Information**

We collect your personal information:

- Directly from you when you provide it to us.
- Automatically as you navigate the Website.
- From third parties, including our service providers, social media platforms, and public sources.

We may collect personal information from you through:

- Information provided through forms, including account registration forms or forms to purchase products or services.
- Information provided in text, chat, email and other messages between us and you.
- Information provided when reporting a problem with the Website.
- Information provided in conjunction with our products or services.
- Information provided when you apply for employment with us.
- Details of transactions you carry out through the Website. Please note that you may be required to provide financial information before completing a purchase.

As you browse and interact with the Website, we and our service providers may use automatic data collection technologies (including cookies and web beacons) to gather information about you, your device, and your browsing behavior and patterns, such as:

- Usage details, including traffic data, location data, and the resources you access.
- Information about your computer and internet connection, such as IP address, operating system, and browser type.

This information helps us improve the Website and personalize your experience.

## **How We Use Your Personal Information**

We use the personal information we collect about you or that you provide to us to:

- Provide you with a smooth, efficient, and customized Website experience.
- Monitor and analyze usage and trends and improve the performance, functionality, and usability of the Website.
- Provide customer service, deliver our products and services, process payments, and communicate with you about our products and services.
- Respond to your requests, inquiries, feedback, or form submissions.
- Promote our products and services and develop marketing or promotional programs.
- Manage your membership (if applicable), including billing, expiration, and renewal notices.
- Carry out our obligations and enforce our rights arising from contracts.
- Notify you about changes to the Website or to our products and services.
- Enforce the terms and conditions that govern the Website and our products and services.
- For recruiting purposes, and to screen, identify, and evaluate candidates for positions.
- Respond to any legal process or to any court order, subpoena, or a law enforcement agency as required by law.
- Fulfill any other purpose for which you provide the information.
- For any other purpose described at the time the information is provided or with your consent.

- For any other purpose permitted under applicable law.

Occasionally, we may send you a promotional email on behalf of another business. However, we will not share your personal information with that other business in connection with any such correspondence.

## **Disclosure of Your Personal Information**

Because it is no longer “personal information,” we may disclose deidentified, aggregated and anonymized data that does not identify any individual without restriction.

We do not sell or rent your personal information to others.

We may disclose personal information that we collect or that you provide:

- Within our offices and to our subsidiaries and affiliates.
- To contractors, service providers, and other third parties that we use to support our business, including marketing agencies, payment processors, data analytics providers, website hosts, and professional advisors.
- To a buyer or successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets (including in bankruptcy), or for pre-transaction review in relation to these transactions.
- For any purpose disclosed by us when you provide the information.
- With your consent to do so.
- To comply with legal obligations, including to respond to court orders or regulatory requests.
- To investigate or remedy potential violations of our policies.
- To enforce our terms of use or other agreements, including billing and collection.
- If we believe disclosure is necessary to protect the rights, property, or safety of us, our customers, or others.
- To comply with any applicable law, rule, or regulation.

We only allow our service providers to handle your information if we are satisfied that they take appropriate measures to protect your information.

## Your Rights and How to Exercise Them

This section describes mechanisms you can use to control certain uses and disclosures of your personal information and rights you may have under state law, depending on where you live. Please note that not all rights listed below are available to all individuals.

Depending on your U.S. state of residency, you may have certain rights related to your personal information, including to:

- Confirm whether we process your personal information.
- Obtain a copy of your personal information processed by us in a portable format.
- Correct inaccuracies in your personal information.
- Delete personal information provided by or obtained about you.
- Opt out of the processing of your personal information for targeted advertising, sales and profiling.
- Non-discrimination for exercising any of these rights.
- Designate an agent to exercise your rights on your behalf.

It is important to note that these rights vary by state. There are also several exceptions where we may not have an obligation to fulfill your request.

You can exercise your rights described in this Policy by emailing us at [info@cloud10smartwash.com](mailto:info@cloud10smartwash.com). Your request should include information that allows us to verify your identity (such as your name, address, and email address), a description of the right you want to exercise, and the information to which your request relates. We may ask for additional information to verify your identity before carrying out a request. You may also be permitted to authorize a third party to submit a request on your behalf; however, we may ask for confirmation of your authorization. We are not obligated to comply with a request if we cannot verify that the person making the request is the person about whom we collected information or is someone authorized to act on that person's behalf.

When we receive a request to exercise one of your rights, we will respond promptly and within the time required by applicable law. Depending on factors like the type and complexity of the request, this time may be extended in certain circumstances. We will not discriminate against you in any way for submitting a request or exercising any of your other rights.

Privacy and data protection laws generally require businesses to provide a copy of your personal information free of charge, once per year. If a request is manifestly unfounded, excessive, or repetitive, we may decline to comply with it or charge a reasonable fee to cover

the administrative costs of compliance. If applicable, we will advise you of any fees prior to proceeding with a request.

If we decline to comply with any request, we must notify you without undue delay and within the time required. We will also provide you with our justification for declining your request and information on the appeal process.

## **Data Security**

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, or disclosure.

While we strive to protect your personal information, please be aware that no security measures are perfect and that the transmission of data over the internet is not completely secure. We cannot guarantee the security of any personal information you transmit to us through the Website. Any transmission of personal information is at your own risk.

The safety and security of your personal information also depend on you. You are responsible for keeping any Website password confidential and taking steps to protect your personal information against unauthorized use, disclosure, and access.

## **Retention of Data**

We will retain your personal information for as long as we need it for the purposes described in this Policy, unless a longer retention period is required by law, to resolve disputes, or to enforce applicable agreements. Your personal information may persist in copies made for backup and business continuity purposes for additional time. Nothing in this Policy requires us to keep your personal information for any minimum period of time.

## **Cookies and Similar Technologies**

The Website uses “cookies,” which are small text files that include a unique identifier that is sent by a web server to the browser on your computer, mobile phone, or any other internet-enabled device when you visit an online site. Cookies and similar technologies are widely used to make websites work efficiently and to collect information about your online preferences.

You may refuse to accept or disable cookies by activating the appropriate setting on your browser or device. Please note that certain features or functionality of our Website may become unavailable if you set your preferences to block all cookies. Flash cookies operate differently than browser cookies, and cookie management tools available in a web browser will not remove flash cookies. To learn more about how to manage flash cookies, you can visit the Adobe website and make changes at the Global Privacy Settings Panel.

Some of the Website pages and our emails may contain electronic files known as web beacons (also known as clear gifs, tags, or pixels) that allow us to count users who have visited our pages or opened an email and for other related website statistics. Web beacons collect only limited information (such as a cookie number, time and date of a page view, and a description of the page on which the web beacon resides). We may also carry web beacons placed by third-party advertisers. These beacons do not carry any information that could directly identify you.

We work with Google Analytics and may in the future also work with other third-party service providers to help us track and analyze visitor activity on the Website, measure the effectiveness of our marketing efforts, and optimize the overall visitor experience. When you access the Website, your web browser automatically sends certain information regarding you and your use of the Website (such as the type of device you are using, how you found the Website and the web pages you visit) to these service providers. We do not provide these service providers with any information that identifies you personally. By accessing the Website, you consent to the collection and use of your information by these service providers. You can learn how Google uses the information from your web browser [here](#). You are encouraged to review Google's Privacy Policy ([here](#)) and contact Google directly if you have questions. If you do not want any information to be collected and used as described in this paragraph, you can download and install the Google Analytics Opt-out Browser Add-on ([here](#)) or use the Network Advertising Initiative Opt-Out Tool ([here](#)) or Digital Advertising Alliance Opt-Out Tool ([here](#)).

Some browsers and browser extensions support the Global Privacy Control (GPC) and other universal opt-out mechanisms that signal your request to opt out of certain types of data processing. When we detect such a signal, we will respect your choices to the extent required by applicable law.

## **Emails and SMS Text Messaging**

We may send you communications by e-mail, text, phone, or mail. By providing your telephone number to us, you are consenting to be contacted by SMS text message. Message and data rates may apply.

You may opt out of our mailing list at any time by contacting us at [info@cloud10smartwash.com](mailto:info@cloud10smartwash.com). You may also click the "unsubscribe" link in emails to opt-out of further emails and reply "STOP" to opt-out of further text messaging.

## **Minors**

We do not knowingly collect personal information from children under the age of 16. If you are under the age of 16, do not use or provide any information on the Website or otherwise provide any information about yourself to us. If we learn we have collected or received personal information from a child under the age of 16 without verification of parental consent, we will

delete that information. If you believe we might have any information from or about a child under the age of 16, please contact us.

## **External Links**

We may provide links to other websites but we are not responsible for the content, policies, materials, and practices of these websites. We do not control those websites or their privacy practices, and any information you provide to those websites is subject to the privacy policies of those websites and not this Policy. In addition, we are not responsible for the content, policies, materials, and practices contained at any websites that link to the Website.

## **Visitors From Outside the United States**

If you are located outside the United States, please be aware that you are sending information to the United States or another jurisdiction where the privacy laws may not be as protective as those in your jurisdiction. By using the Website or providing us with information in any other way, you consent to our collection, use, and disclosure of your personal information as described in this Policy.

## **Changes to This Privacy Policy**

We may update this Policy from time to time. All changes will be posted on this Website page, with the most recent revision date listed at the top. Your continued use of the Website after changes to the Policy are posted means you accept and agree to the privacy practices described in the updated Policy, so please check back frequently for current information on how we are collecting, using, and protecting your personal information.

## **Contacting Us**

To exercise your rights, access this Policy in an alternative format, or ask questions or comment about this Policy or our privacy practices, contact us at:

- **Email:** [info@cloud10smartwash.com](mailto:info@cloud10smartwash.com)
- **Phone:** (860) 942-8102

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