OFFICIAL BUSINESS INFORMATION

Privacy Policy

Effective date: November 26, 2026 Business: Mendez Mobile Detailing LLC

We value customer trust. This document describes the types of personal information that may be collected, why it may be used, and ways to contact us about your privacy.

1. Who We Are

This Privacy Policy explains how Mendez Mobile Detailing LLC ("Mendez," "we," "us," or "our") handles personal information when you visit www.mendezautodetailing.com, request a quote, schedule an appointment, use our chat features, contact us, or receive our detailing services. We are a Richmond, Virginia-area mobile and drop-off auto detailing business.

2. Information We May Collect

Depending on how you interact with us, the information we collect may include:

- Contact details such as name, email address, phone number, and preferred way to be contacted.
- Booking and service details such as requested services, appointment date and location, vehicle make/model, vehicle condition, photos you provide, and messages about your vehicle.
- Payment, transaction, and billing details needed to process an appointment or purchase. Payment details may be collected and processed by our payment service providers.
- Messages provided through contact forms, email, text, phone calls, reviews, or Wix Smart Chat, including information you choose to share with an AI assistant.
- Technical information that websites and connected services may collect automatically, such as IP address, browser/device data, page interactions, and cookies.

3. How We Use Information

We use information for legitimate business purposes, including responding to inquiries, preparing estimates, scheduling and performing detailing, communicating about appointments, processing payments, providing customer service, maintaining service and transaction records, addressing complaints, securing the website, improving services, and complying with legal obligations. We may send promotions or updates when permitted by law and your preferences; you can opt out of marketing communications.

4. Wix, AI Chat, and Service Providers

Our website is built using Wix and may use Wix Bookings, Wix Smart Chat, website forms, payment providers, and other third-party services. Information entered into a booking form or chat may be processed through those providers to deliver the requested features. AI-generated chat responses may be inaccurate; do not enter payment card numbers, passwords, government IDs, or other highly sensitive information into chat. We may share relevant information with service providers who help operate our website, communicate with customers, process payments, or fulfill appointments, under applicable agreements and safeguards.

5. Cookies and Similar Technologies

Our website and integrated tools may use necessary cookies and, if enabled, analytics, advertising, or other tracking technologies. These technologies can help keep the website working, remember preferences, understand traffic, and measure marketing. Cookie behavior depends on the features installed and enabled on our Wix site. Where applicable, use the cookie or privacy controls presented on the website and your browser settings to manage these technologies. Some third-party services have their own privacy policies.

6. When Information May Be Disclosed

We may disclose information to service providers acting for us, when needed to complete your service request, to protect customers and our rights, or when required by law or lawful process. If a business transaction occurs, relevant records may be transferred as permitted by law. We do not intentionally publish private customer contact details or private chat conversations. If we use marketing tools that qualify as a "sale" or "sharing" under applicable privacy law, we will provide any legally required disclosures and choices.

7. Vehicle Photos and Customer Content

We may photograph vehicles for condition documentation, quality assurance, or to discuss a service with you. We will seek appropriate permission before using identifiable customer-submitted content or vehicle images in public promotional material when required. Please avoid leaving sensitive personal information visible in a vehicle or in photos you send us.

8. Data Retention and Security

We keep information only as long as reasonably needed for appointments, customer service, recordkeeping, dispute resolution, legal obligations, and legitimate business needs. We use reasonable organizational and technical measures to protect customer information, but no website, storage system, or transmission can be guaranteed completely secure. Third-party platforms maintain their own security practices.

9. Your Privacy Choices and Requests

You may contact us to request access to, correction of, or deletion of personal information we hold about you, or to ask about marketing preferences. We will respond as required by applicable law, taking into account identity verification, legal exceptions, and recordkeeping obligations. Depending on your state and whether a particular privacy law applies to our business, you may have additional rights, including rights related to data portability, targeted advertising, certain profiling, or an appeal of a privacy decision. Send requests to mendezsupershinedetail@gmail.com with the subject line "Privacy Request."

10. Children and External Links

Our services and website are intended for a general audience seeking auto detailing, not for children under 13. We do not knowingly seek personal information directly from children under 13. Our website may include links to outside websites or services that have separate privacy practices; we are not responsible for their content or privacy policies.

11. Changes to This Policy

We may update this Privacy Policy to reflect changes to our business, technology, vendors, or legal requirements. When we do, we will revise the effective date and make the current version available through our website. Continued use after a change does not override any consent or notice required by applicable law.

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Contact Mendez Mobile Detailing LLC

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