Privacy Policy

Mister Ben's Auto Spa
misterbensautospaexpress.com
Effective date: October 28, 2026

1. Introduction

This Privacy Policy explains how Mister Ben's Auto Spa collects, uses, and discloses personal information in connection with our website, customer communications, memberships, and vehicle care services.

2. Information We Collect

Depending on how you interact with us, we may collect your name, email address, telephone number, billing information, and information you submit through forms, messages, or service requests.

We may collect vehicle information, including make, model, license plate, and service history, when needed to provide services or administer a membership. Transaction records may include purchases, membership status, payment confirmations, and billing identifiers supplied by payment providers.

Our website and its service providers may collect technical information such as IP address, browser type, device information, pages visited, referring pages, and access times through server logs, cookies, or similar technologies, depending on the features in use.

We may also retain communication records, customer feedback, and records of consent or opt-out requests.

3. How We Use Information

We use information to provide and administer services; process transactions and authorized recurring payments; maintain memberships; respond to questions; send service or account notices; investigate concerns; prevent fraud; protect our systems; and meet legal and recordkeeping obligations.

We may use contact information to send promotional communications when permitted by law and consistent with your communication preferences. We may use technical information to understand website performance and improve customer experience.

4. How We Share Information

We may disclose information to service providers that help operate our business, such as website hosts, payment processors, membership platforms, scheduling services, and communication providers, as needed for their work on our behalf.

We may disclose information when required by law or legal process, to protect rights or safety, to investigate fraud, or with your direction or consent. Information may also be transferred as part of a business sale, merger, or restructuring, subject to applicable law and the protections described in this policy.

We do not sell or rent personal information. We do not share personal information with third parties for their own independent marketing.

5. SMS and Text Message Privacy

If you opt in to text messages, we use your mobile number and consent records to operate the messaging program described at enrollment. Message frequency varies, and message and data rates may apply.

Mobile information, text messaging originator opt-in data, and consent records will not be sold, rented, or shared with third parties or affiliates for their marketing or promotional purposes. We may share information with providers solely to deliver and support our messaging program, or when legally required.

You may opt out by replying STOP. For help, reply HELP or contact (334) 676-1804 or jack@misterbensautospa.com. Opting out of marketing texts does not cancel a wash membership. Using the website alone does not enroll you in marketing texts.

6. Cookies and Similar Technologies

Our website may use cookies or similar technologies to support functionality, remember preferences, and understand website use, depending on the features and providers in use.

You can manage or delete cookies through your browser settings. Disabling cookies may affect certain website functions. Where applicable law requires consent for particular technologies, we will obtain that consent before using them.

7. Your Choices and Requests

You may unsubscribe from marketing emails using the unsubscribe instructions in those messages or by contacting us. Service-related or legally required communications may still be sent when permitted by law.

You may contact us to request access to, correction of, or deletion of personal information. We will respond as required by applicable law and may need to verify your identity. Certain records may be retained for legal, tax, security, transaction, or dispute-resolution purposes. We will honor additional privacy rights when they apply to you.

8. Data Retention and Security

We retain information for as long as reasonably necessary for the purposes described in this policy, including applicable recordkeeping requirements and resolution of disputes.

We use reasonable administrative, technical, and physical safeguards appropriate to the information we handle. No electronic transmission or storage system is completely secure. Please do not send full payment card details or other sensitive financial information through ordinary email or website contact forms.

9. Third-Party Websites

Our website may link to independent websites or services. Their privacy practices are governed by their own policies. We encourage you to review those policies before submitting information.

10. Children's Privacy

Our website and services are intended for a general audience and are not directed to children under 13. We do not knowingly collect personal information online from children under 13. Contact us if you believe a child has provided such information so we can investigate and take appropriate action.

11. Changes to This Policy

We may update this policy and will display the revised effective date. We will provide additional notice or obtain consent when required by law. Changes will not authorize materially different uses of previously collected information without any notice or consent required by law.

Contact Us

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