Privacy Policy

TWINFLOCK LLC • MOBILE DETAILING, PRESSURE WASHING & OUTDOOR SERVICES

Effective Date: October 10, 2026 • Serving the Twin Cities Metro, Minnesota

This Privacy Policy explains how TwinFlock LLC ("TwinFlock," "we," "us," or "our") collects, uses, and protects information when you visit twinflock.com, book a service with us, or otherwise get in touch. It applies to clients, website visitors, and anyone who contacts us about our detailing, pressure washing, or outdoor service work. It works together with our Service Terms & Conditions.

1. Information We Collect

Information you provide

When you book a service with us by phone, text, our website, or through Urable (our booking platform), we collect what is needed to schedule and complete the job: your name, phone number, email address, service address, and basic details about your vehicle, such as make, model, size, and any condition notes relevant to the work. We also keep the messages we exchange with you, including texts, emails, and call notes, and the dates and times of our arrival and work.

Payment information

Payments by card are processed through our payment processors, such as Square. TwinFlock does not store your full card number. The processor handles that information under its own security and privacy standards, and we receive only what we need for our records, such as the amount, date, and the last four digits of the card. If you pay by cash, check, or Venmo Business, we keep a record of the payment.

Photos and video

We take before and after photos or video of a vehicle or property to document our work and protect both you and us if there is a dispute. These record photos stay with the job. We may also use photos or video of your vehicle or property for marketing, such as on our website or social media. We do not show faces, license plates, house numbers, or street addresses, and we do not use your name, voice, or a testimonial without your separate written permission. You can tell us at any time that you do not want your vehicle or property used in marketing, and we will stop and take it down from our own channels. This does not affect the record photos.

Website and booking-page information

twinflock.com and our online booking page use Google's tag and analytics tools to understand how visitors use them, such as which pages are viewed and how visitors found us. These tools use cookies or similar identifiers and may collect general technical information such as browser type, device, and approximate location. We use the reports to improve our website. We do not sell this information. You can limit these tools through your browser's cookie settings or Google's own opt-out tools.

2. How We Use Your Information

We use the information we collect to schedule, confirm, and complete your appointment; send appointment confirmations, reminders, arrival updates, and receipts by phone, text, or email; process payment for services; respond to questions, quotes, and follow-up requests; handle questions or disputes about a charge or the work; keep accurate business and tax records; improve our services and website; and, unless you have asked us not to, use vehicle or property photos for marketing as described above.

3. How We Share Your Information

We do not sell your personal information, and we do not share your phone number or email with anyone for their own marketing. We share information only with the service providers that help us run TwinFlock, such as Urable (booking and job management), our payment processors such as Square, and Google (website analytics). Each is bound by its own privacy and security practices. Our technicians see only the job details they need to do the work, such as your name, address, vehicle, and notes. If you reach us through a platform like Yelp, our lead-response tools may process the contact details you provide there so we can reply. We may also disclose information if required by law, such as in response to a valid legal request, to resolve a payment dispute with your bank or card company, or if our business is sold.

4. Text and Phone Communication

When you give us your phone number to book, you agree that we may text and call you about your booking: confirmations, reminders, arrival updates, receipts, and follow-up. Message and data rates may apply. Reply STOP to stop texts, or HELP for help. If you stop texts, we may still call or email you about an active booking. We send marketing texts only if you say yes to them separately, and you can withdraw that consent at any time by replying STOP or telling us. We may send one text after your service asking for a review. We keep records of messages we send and receive.

5. Data Retention

We keep client and booking information for as long as needed to provide our services, maintain accurate business and tax records, and resolve any disputes. After that, we securely delete or archive it.

6. Your Choices

You can ask us to correct inaccurate information, delete your information where we are not required to keep it for legal or business record purposes, stop receiving texts or marketing messages, or stop using your vehicle or property photos in marketing, at any time. TwinFlock is a small, local business, and Minnesota's data privacy law applies most of its requirements to larger companies. We are still glad to honor reasonable requests like these whenever you reach out.

7. Children's Privacy

Our services are directed at adults booking work for their vehicle or property. We do not knowingly collect personal information from children.

8. Security

We take reasonable steps to protect the information you share with us, including relying on established, secure platforms, such as Square and Urable, for sensitive information like payment details. No method of storing or sending information is completely secure, so we cannot guarantee absolute security.

9. Changes to This Policy

We may update this policy as our business or tools change. The most current version is posted at twinflock.com with its effective date.

10. Contact Us

If you have a question about this policy, or you want to ask about, correct, or delete your information, contact us at (612) 513-7577 or twinflockllc@gmail.com. That is the same phone number and email you use to reach us about your booking.

> *TwinFlock LLC is a small, local, Minnesota-based business. We collect only what we need to do great work for you, and we will never sell your personal information.*