

WASH DEPOT PRIVACY POLICY & NOTICE

Last Updated: May 1, 2026

Wash Depot Holdings, Inc. ("Company," "we," "our," or "us") takes your privacy seriously. We want you to know how we collect, use, share, and protect your personal information. This Privacy Policy (this "Policy") applies to the Personal Information (as defined below) of US residents in their capacity as consumers ("Consumers"). This Policy explains how we collect, use, disclose, sell, share and retain the information that we collect during your visit to this Site and when purchasing our services. This Site is intended for use by only U.S. citizens. This Policy may change over time, so please be sure to reread it from time to time. Amendments, modifications or changes to this Policy will be posted at this URL and will be effective when posted and supersede this Policy. Your continued use of this Site and purchase of our retail services following the posting of any amendment, modifications or change to this Policy shall constitute your acceptance thereof. **If you do not agree with the terms in this Policy, please do not use this Site, purchase our services and do not provide any information to us.**

Assistance For the Disabled

Alternative formats of this Privacy Policy are available to individuals with a disability. Please contact us at info@washdepot.com for assistance.

SOME HELPFUL TERMS

"Personal Information" means information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular Consumer, household, or device. Examples of Personal Information include name, email address, and phone number. Personal Information also includes certain information that we collect from you when you sign up for our Unlimited Wash Club membership, Email Club, complete online surveys, and otherwise when providing services to you.

"Cookies" are text files, typically small in size, that are placed on your computer by a webpage server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to your device. There are different type of cookies, and some cookies may be necessary for the website to run properly.

"Aggregate Information" is information that has been combined with information about other users and analyzed or evaluated as a whole, such that no specific individual may be reasonably identified.

HOW WE MAY COLLECT AND USE YOUR PERSONAL INFORMATION

We collect your Personal Information both online and offline when we deliver our services, conduct marketing activities, gather feedback, provide customer support, and run our business operations. The Personal Information we collect varies based upon whether you are using our website, or utilizing our services, purchasing our products or participating in surveys and providing feedback offline. We collect Personal Information that you provide to us when you set up an account or profile, complete a fillable form from our website, sign-up for our Email Club, purchase our Unlimited Wash Club membership, or otherwise use our services, we may collect information such as your name, email address, mailing address, birthday, vehicle information, and other information that may help us better service you.

We may also collect Personal Information from your use of our services. This information may include:

- **Device-specific information.** We collect device-specific information when you visit our website such as your internet protocol address.
- **Location information.** We may collect and process information about your geographic location in aggregate form, and we do not know your exact geographic location.
- **Vehicle Information.** We may collect and process information about your vehicle such as the make, model, vehicle identification number, license plate number with state identification, and color so that we can easily access your account, including the date and type of service you received from us.

Information we collect when you receive our services may be associated with your account. When information is associated with your account, we treat it as Personal Information.

In addition to the purposes listed above, we may also use your Personal Information to:

- **Communicate with you.** Obtain your name for purposes of communicating with you and identifying you as a user of the website or our services.
- **Verify your identity.** We may use your Personal Information to verify who you are. For example, we may verify your age or that you have obtained your parent's or guardian's permission to use the website or services.
- **Send you marketing materials.** We may send you marketing materials, such as promotional emails, to keep you informed of our upcoming products and services. Some of these marketing emails may come directly from us or from our marketing partner MailChimp, or similar service providers. You must opt-in to receive our digital marketing promotions, such as when you provide us your email address online and at our lube centers, and you may opt out of receiving them at any time by selecting the "unsubscribe" option at the bottom of such promotions. For more information on how to opt out, please see [YOUR CHOICES](#) below.
- **Respond to your questions and fulfill your requests.** We may send you communications upon your request or otherwise with your consent.
- **Provide support and receive feedback.** We may request Personal Information in order to provide support to you. We may also collect Personal Information that is associated with your feedback.
- **Process your transactions.** In partnership with our service provider such as Datacap, Mailchimp, Jotform, Fleetio, and Micrologic we may use your Personal Information that you provide to us in the process of making a purchase to confirm your use of a valid credit card (or other authorized methods of payment), process your payment via a credit card (or other authorized methods of payment), and provide our products and services.

We may also gather non-descriptive, non-identifiable statistical information about how many visitors use our services, how our users use the services, how our users access certain content available on our websites and social media pages, how long our users access certain content, what content our users are accessing, and our user preferences or settings for certain services.

We use this aggregated information for statistical analysis of how users make use of the services so we can better improve our services.

This Policy applies to all Personal Information of Consumers that we collect both online and offline, including through Consumers' (a) visits to our website, (b) video; (c) emails; (d) use of our products and services that references this Policy.

DATA COLLECTION TECHNOLOGIES

We do not use Cookies, Web Beacons, and other data collection technologies.

Interest Based Advertising: We may use vendors to serve advertisements on our behalf across the Internet. These advertising vendors may collect (through the use of Data Collection Technologies) non-identifiable information about your visits to and interactions with our services. In addition, our vendors may also use the information about your visits to other websites to target advertisements for products and services available from us. If you would like more information about this practice, please visit the Network Advertising Initiative (NAI) at <http://optout.networkadvertising.org/?c=1#!/>

Please note: Some web browsers incorporate a "Do Not Track" feature (DNT) that signals to the websites that you visit that you do not want to have your online activity tracked. Many websites and applications, including our services, do not currently respond to web browser DNT signals because such signals are not yet uniform. For more information about DNT signals, please visit <http://allaboutdnt.com>.

SHARING YOUR PERSONAL INFORMATION

Because we know your Personal Information is important to you, we may share your information for the reason(s) disclosed to you at the time we collect it, with your consent, as well as in the following ways:

- **At your direction.** We will share your information with third parties if and when you direct us to. For example, you may ask us to share your Personal Information when you wish to interact with other users or post certain information on social media.
- **With our Vendors.** We may share your Personal Information with our current vendors such as MailChimp, Fleetio, InMotion Hosting, Datacap, and Jotform as necessary to enable them to provide services to us. Vendors are third parties (other companies and individuals) that support the operation and maintenance of our services.
- **With our commonly owned entities.** We may share your Personal Information with other companies under common control of Wash Depot Holding, Inc., which may include our subsidiaries, corporate parent, or any other subsidiaries owned by our corporate parent. We do this in order to provide you better service and improve your experience.
- **For legal purposes.** We may share your Personal Information as reasonably necessary to comply with law, legal process (including a court or government order or subpoena), and to meet our insurance obligations, to detect, prevent, or otherwise address fraud, security or technical issues, to enforce this Privacy Policy, and to protect the rights, property or safety of Wash Depot, our users, and/or the public.
- **During a corporate transaction.** If Wash Depot is involved in a merger, acquisition, financing, or sale of business or assets, information collected from and about users may be transferred to one or more third parties involved in such transaction and, upon such

transfer, the relevant third-party privacy policy or policies may govern further use of the information.

YOUR CHOICES

Your preferences about how we use your information are important to us and, when possible, we aim to honor them. We offer the following choices that you can exercise with regard to your Personal Information.

- **Access, modify, or delete your Personal Information.** You can contact us at any time to request to access, modify, or delete the Personal Information we possess about you. Please refer to the [Contact Us](#) section below.
- **Opt out of marketing communications.** You can opt out of marketing e-mails by clicking the “unsubscribe” link found on the footers of all our campaign e-mails. You may also contact us to opt out of our marketing communications.
- **Managing Cookies and Other Data Collection Technologies.** You have a number of options to control or limit how our vendors use Cookies and other Data Collection Technologies including for advertising:
 - To prevent location information from being collected by us at any time, you can turn off your device's location-tracking functionality.
 - To opt out of interest-based advertising, you can visit <http://optout.networkadvertising.org/#/> and follow NAI's on-screen instructions. Note that if you opt out through the NAI, you will still receive advertising, but the advertising will not be tailored to your interests. In addition, if you opt out through NAI and later delete your Cookies, use a different browser, or buy a new device, you will need you opt out of interest-based advertising again.
 - To opt out of ads on Facebook or Google that are targeted to your interests, use your Facebook or Google Ads settings.
 - Check your mobile device for settings that control ads based on your interactions with the applications on your device. For example, on your iOS device, enable the "Limit Ad Tracking" setting, and on your Android device, enable the "Opt out of Ads Personalization" setting.

PROTECTING YOUR PERSONAL INFORMATION

We use reasonable organizational and technical security measures designed to preserve the security of your Personal Information, including without limitation, authentication tools. Note, however, that no data transmitted over the Internet is 100% secure and any information disclosed online can potentially be collected and used by parties other than the intended recipient. As a result, while we strive to protect your information, we cannot guarantee or warrant the security of any information you transmit to or from our services.

CHILDREN'S PRIVACY

We respect the privacy of children. Our services are not designed to attract an audience younger than 16, and we do not knowingly collect Personal Information from children under 16. Please contact us using the contact details below if you believe we may have collected information from your child, and we will work to delete it.

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NOTICE OF YOUR PRIVACY RIGHTS

CALIFORNIA RESIDENTS are granted specific privacy rights under the California Consumer Privacy Act (CCPA), as amended, related to their Personal Information. In addition to California residents, we have decided to extend these rights to residents of all states including Florida, Indiana, Massachusetts, New Hampshire, Tennessee, and Texas. Terms defined in the CCPA have the same meaning when used in this Policy. This section applies to all Personal Information that Wash Depot Holdings, Inc. collects both online and offline, including through (a) visits to our website(s), and (b) when purchasing our services that references this Privacy Policy.

This Policy does not apply to applicant or workforce-related personal information collected from Company's employees, job applicants, or contract workers (collectively, "HR Individuals"), or the emergency contacts of HR Individuals or the dependents or spouses who receive Company benefits by virtue of their relationship to an HR Individual in their capacities as HR Individuals or emergency contacts, dependents, spouses, or similar individuals (see [[Privacy Notice to California Applicants and Employees](#)])

Personal Information does not include:

- Publicly available information from government records.
- Deidentified or aggregated consumer information.
- Information specifically excluded from the scope of your state's privacy laws, such as, in California:
 - health or medical information covered by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the California Confidentiality of Medical Information Act (CMIA), clinical trial data, or other qualifying research data.
 - personal information covered by certain sector-specific privacy laws, including the Fair Credit Reporting Act (FCRA), the Gramm-Leach-Bliley Act (GLBA) or California Financial Information Privacy Act (FIPA), and the Driver's Privacy Protection Act of 1994.

COLLECTION, USE AND DISCLOSURE OF PERSONAL INFORMATION

Categories Of Personal Information

Identifiers like your real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, Social Security number, driver's license number, passport number, or other similar identifiers.

Customer records personal information like your signature, physical characteristics or description, state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information.

Protected classification characteristics like age (40 years or older), race, color, ancestry, national origin, citizenship, religion or creed, marital status, medical condition, physical or mental disability, sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions), sexual orientation, reproductive health decision-making, military and veteran status, or genetic information.

Commercial information like records of personal property, products or services purchased, obtained or considered, or other purchase or consumption histories or trends.

Biometric information, including genetic, physiological, behavioral, and biological characteristics, or activity patterns from which organizations can extract a template or other identifier or identifying information, such as: fingerprints, faceprints, and voiceprints; iris or retina scans; keystroke, gait, or other physical patterns; and sleep, health, or exercise data.

Information about Internet or electronic network activity like browsing history, search history, information about a consumer's interaction with a website, application or advertisement.

Geolocation data like the time and physical location related to use of an internet website, application, or device.

Sensory Information including audio, electric, visual, thermal, olfactory, or similar information.

Inferences drawn from other personal information to create consumer profiles including preferences; characteristics; psychological trends; predispositions; behavior; attitudes; intelligence; abilities; or aptitudes.

Sensitive Personal Information is a subtype of personal information consisting of specific information categories. While we collect information that falls within the sensitive personal information categories listed in the table below, the CCPA does not treat this information as sensitive because we do not collect or use it to infer characteristics about a person.

Sources Of Personal Information and Purposes for Using Personal Information

We collect, and over the past 12 months, we have collected the following categories of Personal Information about Consumers (1) Customers (directly from you, i.e., from forms you complete or produce and services you purchase); and (2) Website Users (i.e., from observing your actions on our website):

Categories of Personal Information Collected	Sources of Personal Information	Business Purposes for Collecting Personal Information	Categories of Third Parties
Identifiers , including real name, mailing address, email address, birthdate, zip code, vehicle information (e.g., vehicle make, model, color and year), internet protocol address.	From Consumers and Website Users	Performing services, including maintaining or servicing accounts, providing customer service, processing, or fulfilling orders and transactions, verifying customer information, processing payments, providing advertising or marketing services. Communications about promotions, like about special events, sweepstakes (e.g., "Bumper to Bumper" survey), promotions and surveys.	Online marketing platform, such as MailChimp, and our web hosting platform InMotion Hosting.

Categories of Personal Information Collected	Sources of Personal Information	Business Purposes for Collecting Personal Information	Categories of Third Parties
		Facilitating communications with current and prospective customers, including regarding questions and feedback.	
Commercial information including products and services purchased, service date, price, and frequency of visit.	From Consumers and Website Users	Provide marketing and promotional information, including for Email Club through service providers such as MailChimp Perform business analysis	Service Providers, including e-commerce vendors such as Datacap
Internet or other electronic network activity information including browsing history, search history, information on a consumer's interaction within our website, or device information from connection with Wi-Fi.		Evaluate customer shopping habits	Vendors
Geolocation data	From Consumers visiting our business location(s)	Providing services to Consumers	NA
Sensory information including video surveillance.		Security of premises	Law enforcement and regulatory agencies Insurance companies
Preference information including opinions collected from online and in-store survey responders, purchasing patterns.	From Consumers and Website Users who respond to online or in-store surveys	Customer satisfaction, obtain feedback on customer service and use of facilities Improve services	NA

We will retain categories of your Personal Information. We make this determination based on our relationship with you, applicable laws, and our data retention policies. We will retain each category of your Personal Information for as long as we have a relationship with you (e.g. for as long as you are a customer and for a reasonable period thereafter).

When determining how long to retain each category of Personal Information after we no longer have a relationship with you, we take into account how long our customers usually want to continue hearing from us, our legal obligations and the expectations of regulators, as well as the length of time information is needed for internal audit purposes and to exercise or defend our legal rights. We also consider the amount, nature and sensitivity of the Personal Information, the potential risk of harm from unauthorized use or disclosure of your Personal Information, the purposes for which we process your Personal Information and whether we can achieve those

purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

We review our retention periods for each category of Personal Information on a regular basis, and all data is retained in compliance with applicable data protection laws.

Disclosure Of Personal Information to Service Providers

We may share your personal information by disclosing it to a third party service provider for a business purpose. We only make these business purpose disclosures under written contracts that describe the purposes, require the recipient to keep the personal information confidential, and prohibit using the disclosed information for any purpose except performing the contract.

Notice of Financial Incentive Disclosure

We offer our customers a loyalty program (the Email Club) that provides certain perks, such as rewards and exclusive offers. We may also provide other programs, such as sweepstakes, contest, or other similar promotional campaigns (collectively, the “Programs”). When you sign up for one of these Programs, we typically ask you to provide your name and contact information (such as email address, address and/or telephone number). Because our Programs involve the collection of personal information and offering of certain benefits, they might be interpreted as a “financial incentive” program under California law.

For information on how to withdraw from participating in a Program visit the “[How to Exercise Your Rights](#)” section of this Privacy Policy.

No Sale of Personal Information

The Company has not sold or shared (as defined under the CCPA) Consumers' Personal Information in the past 12 months, does not and will not sell or shared (as defined under the CCPA) Consumers' Personal Information.

Your Rights

As a Consumer, you have the right to:

- **L** to **LIMIT** sensitive **Personal Information** use and disclosure.
- **O** **OPT-OUT** of **Personal Information** sales and sharing.
- **C** **CORRECT** inaccurate **Personal Information**.
- **K** **KNOW** what **Personal Information** businesses have collected about them and how they use and share it.

- **E EQUAL** treatment that prohibits businesses from discriminating against consumers for exercising their CCPA rights.
- **D DELETE Personal Information.**

How to Exercise Your Rights

We will respond to requests in accordance with applicable law if it can verify the identity of the individual submitting the request. Consumers can exercise their rights in the following ways:

- Complete the request form available by emailing: info@washdepot.com
- Contact by telephone: 1-800-339-3949. Press “1” for Customer Service.

You may also make a request to know or delete on behalf of your child in the same manner.

You may only submit a request to know twice within a 12-month period. Your request to know or delete must:

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or an authorized representative.
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

Once we receive your request and confirm your identity, we will review your request to see if an exception allowing us to retain the information applies. We may deny your deletion request if retaining the information is necessary for us or our service provider(s) to:

- Complete the transaction for which we collected the personal information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, fulfill the terms of a written warranty or product recall conducted in accordance with federal law, or otherwise perform our contract with you.
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
- Debug products to identify and repair errors that impair existing intended functionality.
- Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
- Comply with the California Electronic Communications Privacy Act (Cal. Penal Code 1546 *et. seq.*).
- Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when the information's deletion may likely render impossible or seriously impair the research's achievement, if you previously provided informed consent.
- Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us.
- Comply with a legal obligation.
- Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

We will delete or deidentify personal information not subject to one of these exceptions from our records and will direct our service providers to take similar action.

Requests By Authorized Agents

You can have an authorized agent submit a request to us on your behalf by (a) providing us with a written authorization signed by you that designates the agent as your authorized agent for purposes of a request; (b) verifying your identity directly with us; or (c) directly confirming with us that the agent is authorized to submit the request.

How We Will Verify Your Requests

The processes and commercially reasonable efforts that we follow to verify that the person making a request to know or a request to delete is the person about whom we have collected personal information are described below. The relevant process depends on how and why the request is submitted.

Requests Other Than Through A Password-Protected Account

If you submit a request by any means other than through a password-protected account that you created before the date of your request, the verification process that we follow will depend on the nature of your request as described below:

- Requests To Know Categories of Personal Information: We will match at least two data points that you provide with your request to know, or in response to our request for verification information, against information about you we already have in our records and that we have determined to be reliable for purposes of verifying your identity. Examples of relevant data points include your mobile phone number, your zip code, or information about products or services that you have purchased from us.

- Requests To Know Specific Pieces of Personal Information: We will match at least three data points that you provide with your request to know, or in response to our request for verification information, against information that we already have about you in our records and that we have determined to be reliable for purposes of verifying your identity.

□ **Requests To Delete Personal Information:** Our process for verifying your identity will depend on the sensitivity (as determined by Company) of the personal information that you ask us to delete. For less sensitive personal information, we will require a match of two data points as described in Point No. 1, above. For more sensitive personal information, we will require a match of three data points as described in Point No. 2, above.

We have implemented the following additional procedures when verifying the identity of requestors:

1. If we cannot verify your identity based on the processes described above, we may ask you for additional verification information. If we do so, we will permanently delete the verification information that you provide promptly after we have completed the verification process. We will not use that information for any purpose other than verification.
2. If we cannot verify your identity to a sufficient level of certainty to respond to your request, we will let you know promptly and explain why we cannot verify your identity.

Response Timing and Format

We will confirm receipt of your request within ten (10) business days. If you do not receive confirmation within the 10-day timeframe, please email info@washdepot.com. If you have an account with us, we will deliver our written response to that account. If you do not have an account with us, we will deliver our written response by mail or electronically, at your option.

Any disclosures we provide will only cover the 12-month period preceding our receipt of your request. The response we provide will also explain the reasons we cannot comply with a request, if applicable. For data portability requests, we will select a format to provide your personal information that is readily useable and should allow you to transmit the information from one entity to another entity without hindrance.

We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

Appeals

If your request to exercise your rights is denied, you can appeal within 10 days of receiving an adverse decision:

- by emailing: info@washdepot.com
- Contact by telephone: 1-800-339-3949. Press "1" for Customer Service.

The Company's Non-Discrimination Policy

We will not discriminate against you for exercising any of the rights listed above, including your CCPA rights. Unless permitted by applicable law, we will not:

- Deny you goods or services.
- Charge you different prices or rates for goods or services, including through granting discounts or other benefits, or imposing penalties.
- Provide you a different level or quality of goods or services.

- Suggest that you may receive a different price or rate for goods or services or a different level or quality of goods or services.

However, we may offer you certain financial incentives permitted by applicable law that **can result** in different prices, rates, or quality levels. Any permitted financial incentive we offer will reasonably relate to your personal information's value and contain written terms that describe the program's material aspects. Participation in a financial incentive program requires your consent, which you may revoke at any time.

Your Right to Information About Disclosures of Personal Information for Direct Marketing Purposes:

Under some state laws, including California, Tennessee, and Texas, consumers can request information from us whether we have disclosed Personal Information to any third parties for the third parties' direct marketing purposes. We will not sell your Personal Information to, or share it with, third-party companies for their direct marketing purposes without your consent. California, Tennessee, and Texas Consumers desiring to request further information about our compliance with these laws or who have questions or concerns about our privacy practices and policies are welcome to contact us using the contact information below.

Your "Do Not Track" Browser Setting

We do not support the Do Not Track (DNT) browser setting. DNT is a preference you can set in your browser's settings to let the websites you visit, including the Site, know that you do not want the sites collecting your personally identifiable information.

Third-Party Links And Services

We provide links to third party websites operated by organizations not affiliated with Company. We do not disclose your Personal Information to organizations operating such linked third-party websites. We do not review or endorse, and are not responsible for, the privacy practices of these organizations. We encourage you to read the privacy policy of each and every website that you visit. This Privacy Policy applies solely to information collected by Company through the services.

Links to and Plug-Ins from Other Web Sites or Media

The Site includes links from the Site to and plug-ins (such as Twitter buttons) from sites or applications operated by third parties ("Third Party Sites"). Company does not control any Third-Party Sites and is not responsible for any information they may collect. The information collection practices of a Third-Party Site are governed by its privacy policy. It is your choice to enter any Third-Party Site. We recommend that you read its privacy policy if you choose to do so.

Changes to Our Privacy Policy

We reserve the right to amend this privacy policy at our discretion and at any time. When we make changes to this privacy policy, we will post the updated notice on the Website and update the notice's effective date. **Your continued use of our website following the posting of changes constitutes your acceptance of such changes.**

Contact Us For More Information

For requests for information, questions or concerns about Company's privacy policies and practices, please contact us at info@washdepot.com.

QUESTIONS AND FEEDBACK

We welcome your questions and comments about this Privacy Policy or our privacy practices. You can also contact us to exercise your privacy rights under applicable law. You can contact us as follows:

VIA EMAIL

info@washdepot.com

IN WRITING

Wash Depot Holdings, Inc.
2400 East Commercial Blvd., Suite 901
Fort Lauderdale, FL 33308
1-800-339-3949