

Privacy Policy

Introduction

Welcome to Le Degraissage Laundry LLC. We value your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, and safeguard your data when you use our mobile app. By using the app, you agree to the practices outlined in this policy.

1. Information We Collect

Personal Information

When you use our app, we may collect the following types of personal information:

- **Contact Details:** Name, email address, phone number.
- **Payment Information:** Payment details processed securely through the PayTabs payment gateway.
- **Order Information:** Details about your laundry orders, including the type of service requested and delivery address.

Additional Information

- **Photos and Comments:** You may upload photos and provide specific care instructions for your laundry. These will be used to ensure that your items receive the appropriate care.
- **Usage Data:** Information about how you interact with the app, such as pages visited, features used, and device information (e.g., device type, operating system).

2. How We Use Your Information

We use the collected information for the following purposes:

- **Service Fulfillment:** To process and manage your laundry orders, including pickups and deliveries.
- **Payment Processing:** To handle transactions securely via the PayTabs payment gateway.
- **Order Management:** To provide you with access to your past orders, active orders, and their statuses.
- **Customer Support:** To assist with any questions or issues related to the app or services.
- **Custom Instructions:** To follow any specific care instructions or notes provided for your laundry items.

- **Communication:** To send updates, notifications, and promotional offers related to our services, if you have opted to receive them.

3. How We Protect Your Information

We implement security measures to protect your personal information, including:

- **Encryption:** Secure encryption of sensitive data during transmission and storage.
- **Access Controls:** Restricting access to your data to authorized personnel only.

Despite these safeguards, no method of electronic storage or transmission over the internet is entirely secure. We strive to protect your information but cannot guarantee absolute security.

4. Sharing Your Information

We do not sell or trade your personal information. We may share your information in the following situations:

- **Service Providers:** With third-party service providers who assist us with payment processing, order fulfillment, or other necessary functions. These parties are contractually obligated to protect your data and use it only for the purposes specified.
- **Legal Requirements:** If required by law or to comply with legal processes, we may disclose your information to government authorities or other entities.

5. Your Rights and Choices

You have several rights regarding your personal information:

- **Access and Update:** You can view and update your information through the app's settings.
- **Opt-Out:** You can opt-out of receiving marketing communications by following the instructions provided in those communications.
- **Data Deletion:** You may request the deletion of your account and personal information by contacting us. Note that certain information may be retained for legal or operational reasons.

6. Children's Privacy

Our app is not intended for children under 13. We do not knowingly collect information from individuals under 13. If we become aware that we have collected such information, we will take steps to delete it promptly.

7. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Any changes will be reflected in the app, and we encourage you to review this policy regularly. Your continued use of the app after changes are made constitutes acceptance of the updated policy.

8. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your personal information, please contact us at:

Le Degraissage Laundry LLC

Email: info@ledegraissage.com

Address: Le Degraissage Laundry LLC, Production City, Dubai, UAE.

Thank you for choosing Le Degraissage Laundry LLC. We are committed to safeguarding your privacy while delivering exceptional laundry services.