PRIVACY POLICY

Effective Date: June 27, 2026

Vintage Ozark Laundry Service

A Registered DBA of Vintage Ozark Ventures LLC

1. Introduction

Vintage Ozark Laundry Service, a registered DBA of Vintage Ozark Ventures LLC ("Vintage Ozark Laundry Service," "we," "our," or "us"), values the privacy of every customer.

This Privacy Policy explains how we collect, use, store, and protect your personal information when you use our website, request services, or communicate with us.

By using our website or services, you acknowledge that you have read and understand this Privacy Policy.

2. Information We Collect

Depending upon the services requested, we may collect information including:

Personal Information

- Name
- Mailing Address
- Pickup Address
- Delivery Address
- Email Address
- Telephone Number

Service Information

- Laundry preferences
- Pickup and delivery instructions
- Scheduling requests
- Detergent preferences
- Special handling instructions

Payment Information

Payments may be processed through secure third-party payment providers.
Vintage Ozark Laundry Service does not intentionally store complete credit card numbers or sensitive payment credentials on our systems.

3. Website Information

When visiting our website, certain technical information may be collected automatically, including:

- IP Address
- Browser Type
- Device Information
- Operating System
- Website Usage Information
- Date and Time of Visit

This information helps improve website performance, security, and customer experience.

4. How We use Your Information

Customer information may be used to:

- Schedule services
- Coordinate pickups and deliveries
- Process payments
- Communicate regarding appointments
- Respond to customer questions
- Improve our services
- Maintain business records
- Meet legal or regulatory obligations

We collect only information reasonably necessary to operate our business.

5. Customer Communications

We may contact customers regarding:

- Appointment confirmations
- Pickup reminders
- Delivery updates
- Service delays
- Billing questions
- Customer service matters

Promotional communications regarding new services, special offers, or business updates may be sent to customers who have chosen to receive them.

Promotional communications are optional and are not required to receive laundry service. Customers may opt out of promotional communications at any time.

6. Information Sharing

Vintage Ozark Laundry Service does not sell customer information.

Customer information may be shared only when reasonably necessary to:

- Process secure payments
- Complete requested services
- Comply with legal obligations
- Protect the rights, property, or safety of Vintage Ozark Laundry Service, our employees, or others

Third-party service providers receive only the information reasonably necessary to perform their services.

7. Customer Privacy

Customer privacy is an important part of our business.

Our employees handle customer garments professionally and respectfully.

We do not routinely photograph individual clothing items during normal service.

Documentation, when necessary, is limited to order verification, existing damage, unusual garment conditions, commercial account verification, or circumstances requiring communication with the customer.

Customer laundry contents remain confidential.

8. Data Security

Vintage Ozark Laundry Service takes reasonable administrative, physical, and technical measures to help protect customer information from unauthorized access, disclosure, alteration, or destruction.

While no electronic system can guarantee absolute security, we continuously strive to safeguard customer information using commercially reasonable practices.

9. Data Retention

Customer information is retained only for as long as reasonably necessary to:

- Provide requested services
- Maintain business records
- Comply with legal requirements
- Resolve customer concerns

Information no longer required may be securely deleted or destroyed.

10. Children's Privacy

Our services are intended for adults.

We do not knowingly collect personal information from children under the age of 13 without appropriate parental or legal guardian involvement.

If we become aware that such information has been collected unintentionally, reasonable efforts will be made to remove it.

11. Third-Party Websites

Our website may contain links to third-party websites, including social media platforms. Vintage Ozark Laundry Service is not responsible for the privacy practices or content of third-party websites.

Customers should review the privacy policies of those websites separately.

12. Cookies and Website Technologies

Our website may use cookies or similar technologies to improve website functionality, enhance customer experience, and analyze website performance.

Customers may adjust browser settings to manage or disable cookies; however, certain website features may not function properly if cookies are disabled.

13. Your Privacy Rights

Customers may request to:

- Review certain personal information we maintain.
- Request correction of inaccurate information.
- Request updates to contact information.
- Ask questions regarding our privacy practices.

Certain information may be retained where required by law or necessary for legitimate business purposes.

14. Changes to This Privacy Policy

Vintage Ozark Laundry Service reserves the right to modify this Privacy Policy at any time. Updated versions become effective upon posting to our website unless otherwise stated. Customers are encouraged to review this policy periodically.

15. Contact Information

Vintage Ozark Laundry Service
A Registered DBA of Vintage Ozark Ventures LLC

Business Address
503 Oak Hill St.
Cassville, MO 65625

Website
https://vintageozark.com

Email
LaundryServices@VintageOzark.com

Branson Office
(417) 846-8108

Cassville Office
(417) 342-8147

Acknowledgement

By using the Vintage Ozark Laundry Service website or requesting our services, you acknowledge that you have read and understand this Privacy Policy.