



**JK LAUNDRY HULL MOBILE APP**

**PRIVACY POLICY**

# PRIVACY POLICY

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## JK Laundry Hull Mobile Application

*Last Updated: February 2026*

### 1. Introduction

JK Laundry Hull ("we", "our", or "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our mobile application ("App"). By using our App, you agree to the collection and use of information in accordance with this policy.

### 2. Information We Collect

We collect information that you provide directly to us, including:

- Personal Information: Name, email address, phone number, and other contact details
- Address and Location Information: Delivery addresses, collection addresses, and location data for service delivery
- Payment Information: Payment method preferences and transaction details (processed securely through third-party payment processors)
- Order History and Preferences: Details of services requested, items ordered, collection dates and times, and service preferences
- Account Information: Profile information, saved addresses, notification preferences, and account settings
- Device Information: Device type, operating system, unique device identifiers, mobile network information, and device settings
- Usage Data: Information about how you interact with our App, including pages visited, features used, and time spent on the App
- Authentication Data: Login credentials and authentication tokens (stored securely using encrypted storage)
- Feedback and Communications: Ratings, reviews, feedback, and any communications you send to us through the App

### 3. How We Use Your Information

We use the information we collect to:

- Process and fulfill your laundry service orders
- Schedule collection and delivery services
- Communicate with you about your orders, including order confirmations, status updates, and delivery notifications
- Provide customer support and respond to your inquiries
- Send you service updates, promotional offers, and marketing communications (with your consent)
- Improve our services, user experience, and App functionality
- Analyze usage patterns and trends to enhance our services
- Comply with legal obligations and enforce our terms of service
- Detect, prevent, and address technical issues, fraud, or security threats
- Manage your account and preferences
- Facilitate social authentication (Google, Apple) when you choose to sign in using these services

### 4. Information Sharing and Disclosure

We do not sell your personal information. We may share your information only in the following circumstances:

- Service Providers: With third-party service providers who assist us in operating our service, including:
  - Supabase (database and authentication services)
  - Payment processors for transaction processing
  - Cloud hosting and storage providers
  - Analytics and performance monitoring services
- Legal Requirements: When required by law, court order, or governmental regulation, or to protect our rights, property, or safety, or that of our users or others
- Business Transfers: In connection with any merger, sale of company assets, financing, or acquisition of all or a portion of our business
- With Your Consent: When you have explicitly consented to the sharing of your information
- Staff and Administrators: Authorized staff members and administrators may access your information solely for the purpose of providing services and managing orders

## 5. Data Security

We implement appropriate technical and organizational security measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction. These measures include:

- Encryption of data in transit using secure communication protocols (HTTPS/TLS)
- Encryption of sensitive data at rest
- Secure storage of authentication tokens using encrypted secure storage (Expo SecureStore)
- Row-level security policies in our database to ensure users can only access their own data
- Regular security assessments and updates
- Access controls and authentication mechanisms
- Secure password requirements and authentication practices

However, no method of transmission over the Internet or electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

## 6. Data Storage and Retention

Your personal information is stored on secure servers provided by Supabase and other trusted cloud service providers. We retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law. When we no longer need your personal information, we will securely delete or anonymize it.

## 7. Your Rights

You have the following rights regarding your personal information:

- Access: Request access to your personal information that we hold
- Correction: Request correction of inaccurate or incomplete information
- Deletion: Request deletion of your personal information, subject to certain legal exceptions
- Objection: Object to processing of your personal information for certain purposes
- Data Portability: Request transfer of your personal information to another service provider
- Withdraw Consent: Withdraw your consent at any time where we rely on consent to process your information
- Opt-Out: Opt-out of marketing communications at any time through your account settings or by contacting us

To exercise any of these rights, please contact us using the contact information provided at the end of this Privacy Policy. We will respond to your request within a reasonable timeframe.

## 8. Cookies and Tracking Technologies

We may use cookies and similar tracking technologies to track activity on our App and hold certain information. Cookies are files with a small amount of data that are commonly used as anonymous unique identifiers. These are sent to your browser from the websites you visit and are stored on your device's internal memory.

You can instruct your device to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our App. We may also use third-party analytics services to help analyze how users use the App.

## 9. Third-Party Services

Our App uses third-party services that may collect information used to identify you. These services include:

- Supabase: Used for database storage, authentication, and backend services. Their privacy policy can be found at: <https://supabase.com/privacy>
- Google Sign-In: When you choose to authenticate using Google, Google's privacy policy applies: <https://policies.google.com/privacy>
- Apple Sign-In: When you choose to authenticate using Apple, Apple's privacy policy applies: <https://www.apple.com/privacy/>
- Expo: Our development platform provider. Their privacy policy can be found at: <https://expo.dev/privacy>

We encourage you to review the privacy policies of these third-party service providers to understand how they collect, use, and share your information.

## 10. Children's Privacy

Our service is not intended for children under 18 years of age. We do not knowingly collect personal information from children under 18. If you are a parent or guardian and believe your child has provided us with personal information, please contact us immediately. If we become aware that we have collected personal information from a child under 18 without verification of parental consent, we will take steps to remove that information from our servers.

## **11. International Data Transfers**

Your information may be transferred to and maintained on computers located outside of your state, province, country, or other governmental jurisdiction where data protection laws may differ from those in your jurisdiction. If you are located outside the United Kingdom and choose to provide information to us, please note that we transfer the data, including personal information, to the United Kingdom and process it there.

By using our App, you consent to the transfer of your information to the United Kingdom and processing in accordance with this Privacy Policy.

## **12. Changes to This Privacy Policy**

We may update our Privacy Policy from time to time. We will notify you of any changes by:

- Posting the new Privacy Policy on this page
- Updating the "Last Updated" date at the top of this Privacy Policy
- Sending you an email notification (if you have provided an email address)
- Displaying a prominent notice in the App

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

## **13. Your Consent**

By using our App, you consent to our Privacy Policy and agree to its terms. If you do not agree with this Privacy Policy, please do not use our App.

## **14. Contact Us**

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us at:

- Email: [laundry@jkserviceshull.co.uk](mailto:laundry@jkserviceshull.co.uk)
- Phone: 07359 902565
- Address: 1-2 Alfred Street, Hull HU3 2DF, United Kingdom

We will make every effort to respond to your inquiry promptly and address any concerns you may have.