Privacy Policy

Suzy's Cleaners mobile app · Effective October 22, 2026

This policy explains what information the Suzy's Cleaners app ("the app", "we", "us") collects, how we use it, and the choices you have. Suzy's Cleaners is a dry cleaning business at 540 N Glenoaks Blvd, Burbank, CA 91502.

Information we collect

We only collect information you give us in the app, so that we can provide our pickup, delivery and cleaning services:

- **Account details:** your name, email address, phone number and password (passwords are stored encrypted and we cannot see them).
- **Addresses:** the pickup and delivery addresses you save. We check whether an address is inside our service area. The app does not track your device's location.
- **Orders:** the services you book, pickup times, order status, invoices and reward points.
- **Messages:** messages you send to our team in the app.
- **Notification token:** if you allow notifications, a device token that lets us send you order updates.

We do not use advertising, analytics or tracking tools, and we do not track you across other apps or websites.

How we use your information

- To create and manage your account.
- To schedule pickups and deliveries and to process your orders and invoices.
- To send you order updates and reply to your messages.
- To run the Suzy's Rewards loyalty program.

Sharing

We do not sell or rent your personal information. We share it only with service providers that help us run the app, and only for that purpose:

- **Supabase**, which securely hosts our database and account sign-in.
- **Expo** and Apple, which deliver push notifications.

We may also disclose information if required by law.

Keeping and deleting your information

We keep your information while your account is active. You can delete your account at any time in the app: **Account → Delete account**. This permanently removes your account, saved addresses, orders, messages and reward points. You can also ask us to delete your information by contacting us below.

Your rights

You can view and update your name, phone number and addresses in the app under **Account → Profile**. California residents may request access to or deletion of their personal information. Contact us and we will respond within 45 days.

Security

Your information is sent over encrypted connections, and access to it is restricted so that customers can only see their own data.

Children

The app is not directed to children under 13, and we do not knowingly collect information from them.

Changes

If we change this policy, we will update the date above and, for significant changes, let you know in the app.

Contact us

Suzy's Cleaners
540 N Glenoaks Blvd, Burbank, CA 91502

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Email: suzyscleaners@sbcglobal.net