

Privacy Policy

Laundromat | Document date: 8 October 2026

Your privacy is important to us. This Privacy Policy explains how we collect, use, store and protect your personal information.

1. Information We Collect

We collect personal information you provide when placing an order, creating an account or contacting us. This may include your name, phone number, email address, delivery address and order details.

2. How We Use Your Information

We use your information to process orders, coordinate pickup and delivery, communicate with you, improve our services and provide customer support.

3. Information Sharing

We do not sell your personal information. We may share information with trusted service providers where necessary to process payments, complete deliveries or operate our services.

4. Data Security

We use reasonable security measures to protect personal information from unauthorised access, misuse, loss, disclosure or alteration.

5. Data Retention

We retain personal information only for as long as reasonably necessary to provide our services and meet legal, accounting or reporting obligations.

6. Your Rights

You may request access to, correction of or deletion of your personal information, subject to applicable legal requirements and record-keeping obligations.

7. Cookies

Our website may use cookies to improve your browsing experience and understand how the website is used. Cookies can be managed through your browser settings.

8. Changes to This Policy

We may update this Privacy Policy from time to time. Updated policies are available as a PDF from our website. Account holders will be asked to acknowledge updates before continuing to use their account.

Contact

Contact our team if you have any questions about this Privacy Policy or how your information is handled. You can contact us using the Contact Us section of our website.