



Privacy Policy

Last Updated on 01/26/2026

LumaLoad (“Company,” “we,” “us,” or “our”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, store, and protect personal information obtained through our website, communications, and services.

By using our website or scheduling services with LumaLoad, you agree to the terms of this Privacy Policy.

1. Information We Collect

We may collect personal information from customers and website visitors, including but not limited to:

- Full name
- Phone number
- Email address
- Service address
- Billing information
- Photos or descriptions related to service quotes
- Communications via phone, text, email, or online forms

We only collect information that is reasonably necessary to provide our services.

2. How We Use Your Information

We use collected information to:

- Provide and perform requested services
- Prepare quotes and invoices
- Communicate regarding scheduling, services, or support
- Process payments
- Improve customer experience and operations
- Comply with legal and regulatory obligations

We do **not** sell, rent, or trade personal information.

3. Information Sharing

We may share personal information only when necessary:

- With service providers (payment processors, scheduling software, invoicing platforms)
- To comply with legal requirements, court orders, or law enforcement requests
- To protect the rights, safety, or property of LumaLoad or others

All third parties are required to safeguard information appropriately.

4. Payment Information

Payment information is processed through secure third-party payment providers. LumaLoad does **not** store full credit card numbers or sensitive payment credentials.

5. Data Security

We take reasonable administrative, technical, and physical measures to protect personal information from unauthorized access, misuse, or disclosure.

While we strive to protect your information, no method of transmission or storage is 100% secure, and we cannot guarantee absolute security.

6. Communications

By providing contact information, you consent to receive communications related to:

- Service scheduling
- Quotes and invoices
- Customer service and follow-ups

You may opt out of non-essential communications at any time by contacting us.

7. Cookies and Website Data

Our website may use basic cookies or tracking technologies to improve functionality and analyze traffic. These tools do not collect sensitive personal information.

You may disable cookies through your browser settings if desired.

8. Third-Party Links

Our website may contain links to third-party websites. LumaLoad is not responsible for the privacy practices or content of external sites.

9. Data Retention

We retain personal information only for as long as necessary to:

- Fulfill service obligations
- Maintain business records
- Comply with legal or regulatory requirements

Information is securely deleted or anonymized when no longer required.

10. Children's Privacy

LumaLoad does not knowingly collect personal information from individuals under the age of 13. If such information is discovered, it will be promptly removed.

11. Your Rights

You may request to:

- Access or correct your personal information
- Request deletion of information, subject to legal requirements
- Ask questions about how your information is used

Requests may be submitted using the contact information below.

12. Changes to This Privacy Policy

LumaLoad reserves the right to update this Privacy Policy at any time. Updates will be posted on our website with a revised effective date.

Continued use of our services after changes constitutes acceptance of the updated policy.

13. Contact Information

If you have questions or concerns about this Privacy Policy, please contact:

LumaLoad

Phone: 850-865-3313

Email: info@lumaload.com

LumaLoad