

Privacy Policy

The Detailing Surgeon Ltd. Last Updated: July 27, 2026

The Detailing Surgeon Ltd. ("we," "us," or "our") operates the website detailingsurgeon.com and provides mobile auto detailing services across Calgary, Chestermere, Airdrie, Strathmore, Cochrane, Bearspaw, Bragg Creek, Okotoks, and surrounding areas. This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you visit our website or use our services, in accordance with Canada's Personal Information Protection and Electronic Documents Act (PIPEDA) and applicable Alberta privacy legislation.

By using our website or booking a service with us, you consent to the collection and use of your information as described in this policy.

1. Information We Collect

We may collect the following types of information:

Personal Information You Provide Directly

- Name
- Email address
- Phone number
- Home or business address (for mobile service visits)
- Vehicle details (make, model, condition notes)
- Preferred appointment date and time
- Messages or special requests submitted through our contact and booking forms

Information Collected Automatically

- IP address
- Browser type and device information
- Pages visited and time spent on our website
- Referring website or search terms
- Cookies and similar tracking technologies

Payment Information We do not store full payment card details on our servers. Payments are processed through secure third-party payment processors, which have their own privacy and security policies.

2. How We Use Your Information

We use the information we collect to:

- Schedule, confirm, and manage detailing appointments
- Communicate with you about your booking, including confirmations, reminders, and follow-ups
- Provide mobile service at your specified location
- Respond to inquiries and customer service requests
- Send promotional offers, detailing tips, and newsletters (only if you opt in)
- Improve our website, services, and customer experience
- Maintain business records and comply with legal or tax obligations
- Detect and prevent fraud or misuse of our services

3. How We Share Your Information

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

- **Service providers:** With trusted third parties who help us operate our business, such as payment processors, scheduling software, email marketing platforms, or website hosting providers, solely for the purpose of delivering our services.
- **Legal requirements:** If required to do so by law, regulation, court order, or governmental request.
- **Business transfers:** If The Detailing Surgeon Ltd. is involved in a merger, acquisition, or sale of assets, customer information may be transferred as part of that transaction.

4. Cookies and Tracking Technologies

Our website may use cookies and similar technologies to improve functionality, analyze site traffic, and personalize your browsing experience. You can control or disable

cookies through your browser settings; however, doing so may affect certain features of our website, such as the booking form.

5. Data Security

We take reasonable administrative, technical, and physical measures to protect your personal information from unauthorized access, loss, misuse, or disclosure. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

6. Data Retention

We retain personal information only as long as necessary to fulfill the purposes outlined in this policy, including for record-keeping, legal, accounting, or reporting requirements.

7. Your Rights

Under PIPEDA, you have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate or incomplete information
- Withdraw consent for marketing communications at any time
- Request deletion of your personal information, subject to legal or contractual obligations

To exercise any of these rights, please contact us using the information below.

8. Third-Party Links

Our website may contain links to third-party websites, including social media platforms. We are not responsible for the privacy practices or content of those external sites and encourage you to review their privacy policies separately.

9. Children's Privacy

Our services are not directed at individuals under the age of 18. We do not knowingly collect personal information from children.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Any changes will be posted on this page with an updated "Last Updated" date.

11. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal information, please contact us:

The Detailing Surgeon Ltd. Phone: [403-630-4013](tel:403-630-4013)

Email: info@detailingsurgeon.com Service Areas: Calgary, Chestermere, Airdrie, Strathmore, Cochrane, Bearspaw, Bragg Creek, Okotoks, and surrounding areas.