



HubWash Privacy Policy

Effective Date: 01st September 2026

Last Updated: 01st September 2026

1. Introduction

Welcome to HubWash ("HubWash", "we", "us", or "our").

HubWash operates a laundry and garment-care business and provides services through our website, online customer portal, mobile application (the "App"), and related services (collectively, the "Services").

This Privacy Policy explains how we collect, use, store, disclose, and protect personal information when you:

- visit or use our website;
- create or use a HubWash account;
- place a laundry order;
- arrange a laundry collection or delivery;
- use our mobile application;
- communicate with us;
- make payments for our services; or
- otherwise interact with HubWash.

We are committed to protecting your privacy and handling your personal information responsibly and transparently.

For the purposes of applicable UK data protection law, including the UK General Data Protection Act 2018 ("UK GDPR") and the Data Protection Act 2018, HubWash is the data controller of the personal information described in this Privacy Policy, unless otherwise stated.

2. Information We Collect

Depending on how you use our Services, we may collect the following categories of information.

2.1 Personal and Contact Information

We may collect:

- full name;
- email address;
- telephone/mobile number;
- billing address;
- collection and delivery address;
- account username and password;
- communication preferences; and
- other information you provide when contacting us.

2.2 Laundry Order Information

When you use our laundry services, we may collect information relating to your orders, including:

- items submitted for cleaning, washing, ironing, dry cleaning or other services;
- service selected;
- order number;
- order date and time;
- collection and delivery details;
- special instructions;
- order status;
- pricing and discounts;
- complaints, queries and feedback; and
- previous order history.

Please do not provide sensitive personal information to us unless it is necessary for the provision of our services.

2.3 Payment Information

When you make a payment, we may collect information such as:

- payment amount;
- payment date;
- payment status;
- transaction/reference number; and
- limited payment or card information provided by our payment service provider.

Where payments are processed by a third-party payment provider, your payment information may be processed directly by that provider in accordance with its own privacy policy and terms.

HubWash does not intend to store complete payment card details such as full card numbers or security codes on its own systems unless expressly stated otherwise.

2.4 Device and Technical Information

When you use our website or App, we may automatically collect certain technical information, including:

- IP address;
- device type;
- operating system;
- browser type;
- App version;
- unique device identifiers;
- approximate location;
- language and time-zone settings;
- pages or screens visited;
- features used;
- dates and times of access; and
- information about errors or crashes.

2.5 Location Information

If you enable location services, the App may collect location information to help provide services such as:

- identifying or confirming collection and delivery locations;
- improving route and delivery services;
- helping drivers or delivery personnel locate an address; and
- providing location-based features.

You can generally control location permissions through your device settings. Some functionality may not work correctly if location access is disabled.

2.6 Communications

If you contact us by email, telephone, live chat, social media, the App, or another communication channel, we may keep records of those communications and the information you provide.

2.7 Cookies and Similar Technologies

We may use cookies, pixels, local storage, SDKs and similar technologies to:

- operate our website and App;
- keep you signed in;
- remember preferences;
- understand how our Services are used;
- improve performance and security;
- measure marketing effectiveness; and
- provide or personalise certain features.

Where required by law, we will obtain your consent before placing non-essential cookies or similar technologies on your device.

3. How We Use Your Information

We may use personal information for the following purposes:

Providing Our Services

We use your information to:

- create and manage your HubWash account;
- process laundry orders;
- arrange collections and deliveries;
- communicate with you about your orders;
- process payments;
- provide customer support;
- manage refunds, credits and complaints; and
- provide other services requested by you.

Operating and Improving HubWash

We may use information to:

- maintain and improve our website, App and systems;
- troubleshoot technical problems;
- analyse service usage;
- develop new products and services;
- improve customer experience;
- monitor service quality; and
- protect the security and integrity of our systems.

Communications and Marketing

Subject to applicable law and your communication preferences, we may send you:

- service-related notifications;
- order updates;
- account notifications;
- important information about our Services; and
- marketing communications about HubWash offers, promotions and services.

You can unsubscribe from marketing communications at any time by using the unsubscribe option in the relevant communication or by contacting us.

Please note that you may continue to receive essential service communications even if you opt out of marketing.

Fraud, Security and Legal Compliance

We may use personal information to:

- detect and prevent fraud;
 - protect customers, employees and our business;
 - investigate suspected misuse of our Services;
 - enforce our terms and conditions;
 - comply with legal and regulatory requirements; and
 - establish, exercise or defend legal claims.
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4. Legal Bases for Processing

Where UK GDPR applies, we will process your personal information only where we have a lawful basis to do so.

Depending on the circumstances, these may include:

Contract: Where processing is necessary to provide the Services, you have requested or to take steps at your request before entering into a contract.

Legal obligation: Where we are required to process information to comply with a legal or regulatory obligation.

Legitimate interests: Where processing is necessary for our legitimate business interests, provided those interests are not overridden by your rights and interests.

Consent: Where we ask for your consent, for example for certain marketing communications or non-essential cookies. You may withdraw consent at any time.

5. Information Sharing and Disclosure

We may share personal information with trusted third parties where reasonably necessary to operate our business and provide our Services.

These may include:

- payment service providers;
- laundry and processing partners;
- collection and delivery providers;
- technology and software providers;

- cloud hosting providers;
- customer support platforms;
- SMS, email and communication providers;
- mapping and location service providers;
- analytics providers;
- marketing service providers;
- professional advisers;
- insurers;
- legal and regulatory authorities; and
- other service providers acting on our behalf.

We require appropriate third parties to handle personal information securely and only for authorised purposes.

We may also disclose information where required by law, court order, regulatory authority, or where reasonably necessary to protect the rights, property or safety of HubWash, our customers or others.

6. Third-Party Services

Our website or App may contain links to or integrate with third-party services.

These may include payment providers, mapping services, analytics services, social media platforms, authentication services, advertising providers and other external services.

Third parties may process information according to their own privacy policies. We recommend reviewing the privacy policies of any third-party service you use through HubWash.

7. How Long We Keep Your Information

We retain personal information only for as long as reasonably necessary for the purposes described in this Privacy Policy.

The length of time we retain information depends on factors including:

- the purpose for which it was collected;

- whether you maintain an account with us;
- our contractual relationship with you;
- legal, accounting and regulatory requirements;
- the resolution of disputes; and
- the need to prevent fraud or protect our legitimate interests.

When personal information is no longer required, we will securely delete it or anonymise it where appropriate.

8. Data Security

We take reasonable technical and organisational measures to protect personal information against:

- unauthorised access;
- accidental loss;
- misuse;
- alteration;
- disclosure; and
- destruction.

These measures may include access controls, encryption, secure authentication, monitoring, backups and other appropriate security measures.

However, no website, application, database or method of electronic transmission can be guaranteed to be completely secure.

You are responsible for keeping your HubWash account credentials confidential and should notify us promptly if you believe your account has been accessed without permission.

9. Your Data Protection Rights

Depending on the circumstances and applicable law, you may have rights including:

- **Right of access:** to request a copy of personal information we hold about you.
- **Right to rectification:** to request correction of inaccurate or incomplete information.

- **Right to erasure:** to request deletion of your personal information in certain circumstances.
- **Right to restriction:** to request that we restrict how we process your information in certain circumstances.
- **Right to data portability:** to request certain information in a structured, commonly used and machine-readable format.
- **Right to object:** to object to certain processing, including processing based on legitimate interests or certain forms of direct marketing.
- **Right to withdraw consent:** where processing is based on consent.

These rights are subject to certain legal exceptions and limitations.

To exercise your rights, please contact us using the details in the **Contact Us** section below.

We may need to verify your identity before processing certain requests.

10. Marketing Preferences

We may send promotional communications where permitted by applicable law.

However, Hub Wash does not use your personal data for its own marketing or promotional purposes unless you have provided your consent or such use is otherwise permitted by applicable law.

We do not sell, rent, or otherwise disclose your personal data to third parties for their independent marketing purposes.

You can stop receiving marketing communications by:

- clicking the unsubscribe link in a marketing email;
- changing your communication preferences in your HubWash account, where available; or
- contacting us.

Opting out of marketing does not prevent us from sending important service or transactional communications, such as order confirmations, collection notifications, delivery updates, payment information or account-related messages.

12. Cookies

Our website and App may use cookies and similar technologies.

Cookies may be used for purposes including:

- essential functionality;
- authentication;
- security;
- remembering preferences;
- analytics;
- performance monitoring; and
- marketing, where permitted.

Where required, we will request your consent before using non-essential cookies.

You may be able to control cookies through your browser or device settings. Disabling certain cookies may affect the functionality of our Services.

13. Account Deletion

If you have a HubWash account, you may request deletion of your account and associated personal information by contacting us at the details below or through any account-deletion functionality we provide.

Some information may need to be retained where required by law, necessary for legitimate business purposes, or required to establish, exercise or defend legal claims.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our Services, technology, legal requirements or business practices.

When we make significant changes, we may provide additional notice through our website, App, email or another appropriate communication method.

The "Last Updated" date at the top of this Privacy Policy indicates when it was most recently revised.

15. Complaints

If you have concerns about how HubWash handles your personal information, please contact us first so that we can try to resolve the issue.

If you are located in the UK and remain dissatisfied, you may have the right to complain to the **Information Commissioner's Office (ICO)**.

Further information about making a complaint is available from the ICO.

16. Contact Us

If you have questions about this Privacy Policy, wish to exercise your data protection rights, or have a privacy-related concern, please contact us:

HubWash

Company Name: Lancashire & Cumbria Laundry Services Limited

Registered Address: 76 Market Street, Farnworth, Bolton, England, BL4 7NY

Email: contact@hubwash.co.uk

Telephone: 01204 899333

Website: www.hubwash.co.uk

Data Protection Contact: Neil Hooton

18. Data Protection Officer

If HubWash is required to appoint a Data Protection Officer under applicable law, the details of the Data Protection Officer will be provided here:

Data Protection Officer: Neil Hooton

Email: contact@hubwash.co.uk

Telephone: 01204 899333

19. Governing Law

This Privacy Policy is intended to be governed by the laws applicable to the operation of HubWash and the jurisdiction in which HubWash is established, subject to any mandatory rights available to individuals under applicable data protection legislation.