



WASH & ROLL TRUCK SERVICES

Privacy Policy

PRIVACY POLICY

Wash & Roll Truck Services

Effective Date: August 1, 2026

Wash & Roll Truck Services ("Wash & Roll," "we," "us," or "our") respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, use our services, or communicate with us, including by phone, email, or text message (SMS). By using our website or services, you agree to the terms of this Privacy Policy.

1. Information We Collect

We may collect the following types of information:

Information You Provide to Us

- Name, company name, and job title
- Phone number and email address
- Mailing or business address
- Vehicle and trailer information (e.g., trailer number, DOT number, cargo type) related to services performed
- Payment information processed for services rendered
- Any information you submit through our website contact form, email, or text message

Information Collected Automatically

- Website usage data (e.g., pages visited, time on site, browser type) collected through standard web analytics
- IP address and device information

2. How We Use Your Information

We use the information we collect to:

- Schedule, perform, and document trailer washouts, tire service, parts orders, and PM maintenance
- Communicate with you about appointments, services, invoices, and account matters
- Send text message (SMS) updates, appointment reminders, and promotional offers, where you have provided consent
- Respond to inquiries submitted through our website or by phone
- Improve our services, website, and customer experience
- Comply with legal, regulatory, and food-safety documentation requirements (including FSMA washout certification)

3. Text Messaging (SMS) Privacy & Consent

Wash & Roll Truck Services offers text messaging communications, including appointment reminders, service updates, and promotional marketing messages, to customers who provide express consent to receive them.

Consent



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By providing your mobile phone number to us — whether verbally, through a service form, or through our website — and opting in to text communications, you consent to receive recurring text messages from Wash & Roll Truck Services at the number provided. Consent to receive text messages is not required as a condition of purchasing any goods or services.

No Sharing of SMS Opt-In Data

We do not share, sell, rent, or otherwise disclose mobile phone numbers or SMS opt-in consent data collected for text messaging purposes with any third party or affiliate for their own marketing purposes. SMS opt-in information is used solely by Wash & Roll Truck Services to send the messages described in this Privacy Policy.

Message Frequency & Charges

Message frequency may vary. Message and data rates may apply, depending on your mobile carrier and plan.

Opt-Out

You may opt out of receiving text messages from us at any time by replying STOP to any message you receive from us, or by contacting us directly using the information in Section 8 below. After opting out, you may receive one final message confirming your opt-out. You may opt back in at any time by contacting us directly.

Help

For help, reply HELP to any text message, or contact us at the phone number or email listed in Section 8.

4. How We Share Your Information

We do not sell your personal information. We may share information only in the following limited circumstances:

- With service providers who perform functions on our behalf (e.g., payment processing, text messaging/communications platforms such as Grasshopper, scheduling software) and who are contractually obligated to protect your information
- When required by law, regulation, legal process, or governmental request
- To protect the rights, property, or safety of Wash & Roll Truck Services, our customers, or others
- In connection with a business transfer, such as a merger, sale, or acquisition of all or part of our business

5. Data Retention

We retain personal information for as long as necessary to fulfill the purposes described in this Privacy Policy, including to provide services, maintain required food-safety and washout records (a minimum of 12 months per FSMA documentation requirements), and comply with legal obligations.

6. Data Security

We take reasonable administrative, technical, and physical measures designed to protect your personal information from unauthorized access, use, disclosure, or destruction. However, no method of transmission or storage is 100% secure, and we cannot guarantee absolute security.

7. Your Choices & Rights



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You may:

- Opt out of text messages at any time by replying STOP
- Request access to, correction of, or deletion of your personal information by contacting us
- Decline to provide certain information, though this may limit our ability to provide services to you

8. Contact Us

If you have questions about this Privacy Policy or how we handle your information, please contact us:

Wash & Roll Truck Services

121 W Elk Street, St. Joseph, MO

Phone: 816-727-7570

Email: washrolltruckservices@gmail.com

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for legal, operational, or regulatory reasons. The “Effective Date” at the top of this page indicates when this policy was last revised. We encourage you to review this page periodically.