



Privacy Policy

Planet Car Care

Updated On: January 1, 2026

Planet Car Care (“Planet Car Care,” “Company,” “we,” “our,” or “us”) respects your privacy and is committed to protecting the personal information you provide to us. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, purchase a vehicle protection plan, contact our team, or otherwise interact with our services.

By using our services, you consent to the practices described in this Privacy Policy.

We do not share, sell or offer personal information to any third party companies or organizations

1. Information We Collect

We may collect personal information directly from you, automatically through your use of our website, or from third-party service providers.

Personal Information

Information we may collect includes:

- Full name
- Mailing address

- Email address
 - Phone number
 - Vehicle information (VIN, make, model, mileage, year)
 - Payment and billing information
 - Driver and ownership information
 - Service contract details
 - Claim history and repair records
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2. Information Collected Automatically

When you visit our website, we may automatically collect certain information, including:

- IP address
- Browser type
- Device information
- Operating system
- Website usage data
- Cookies and tracking technologies
- Pages visited and interaction history

This information helps improve website performance and user experience.

3. How We Use Your Information

We may use your information for purposes including:

- Providing vehicle protection services
 - Processing applications and payments
 - Administering contracts and claims
 - Communicating account updates and service notifications
 - Customer support
 - Fraud prevention and security
 - Compliance with legal obligations
 - Improving products and website functionality
 - Marketing and promotional communications
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4. SMS and Marketing Communications

By providing your phone number or email address, you consent to receive communications from Planet Car Care, including:

- Service updates
- Account notifications
- Promotional offers
- Customer support messages
- Text messages and automated calls

Message and data rates may apply. You may opt out of marketing messages at any time by following the unsubscribe instructions or contacting us directly. Please see the SMS/Text Message opt-in page for more information @ www.planetcarcare.com/sms-text-consent-opt-in

5. Sharing of Information

We do not sell your personal information. However, we may share information with trusted third parties as necessary to operate our business, including:

- Claims administrators
- Financing companies
- Payment processors
- Repair facilities
- Customer service providers
- Marketing vendors
- Legal and regulatory authorities when required by law

All third parties are expected to maintain appropriate confidentiality and data protection standards.

6. Data Security

We implement reasonable administrative, technical, and physical safeguards designed to protect your personal information against unauthorized access, disclosure, misuse, or alteration.

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

7. Cookies and Tracking Technologies

Our website may use cookies and similar technologies to:

- Improve website functionality
- Analyze website traffic
- Personalize user experiences
- Support advertising and marketing efforts

You may disable cookies through your browser settings; however, certain website features may not function properly.

8. Your Privacy Rights

Depending on your state of residence and applicable laws, you may have the right to:

- Request access to your personal information
- Request corrections to inaccurate information
- Request deletion of certain personal data
- Opt out of certain marketing communications
- Request information regarding data sharing practices

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

9. Third-Party Websites

Planet Car Care is not responsible for the privacy practices or content of external websites.

Users are encouraged to review the privacy policies of any third-party sites they visit.

10. Data Retention

We retain personal information for as long as necessary to:

- Provide services
- Comply with legal obligations
- Resolve disputes
- Enforce agreements
- Maintain business records

Retention periods may vary depending on the type of information and applicable laws.

11. Children's Privacy

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

If we become aware that information has been collected from a minor without parental consent, we will take reasonable steps to delete such information.

12. Changes to This Privacy Policy

Planet Car Care reserves the right to update or modify this Privacy Policy at any time. Changes will become effective upon posting to the company website with the updated effective date.

Continued use of our services after changes are posted constitutes acceptance of the revised policy.

13. Contact Information

If you have questions about this Privacy Policy or your personal information, please contact:

Planet Car Care
Privacy Compliance Department

Email: info@planetcarcare.com
Website: www.planetcacare.com