

PickUpJoy LLC Privacy Policy

Effective Date: June 19, 2026

PickUpJoy LLC (“PickUpJoy,” “we,” “our,” or “us”) respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, protect, and disclose information obtained through our website, **pickupjoyreturns.com**, and through our services.

Information We Collect

We collect information that you voluntarily provide to us, including but not limited to:

- Name
- Email address
- Phone number
- Pickup and delivery addresses
- Return service details
- Payment information
- Any information submitted through contact forms, emails, phone calls, or booking requests

We only collect information necessary to provide our services and communicate with you.

How We Use Your Information

PickUpJoy may use your information to:

- Schedule and complete pickup and return services
- Communicate regarding your service requests
- Process payments
- Provide customer support
- Improve our website and services
- Send updates, promotions, or service announcements (you may opt out at any time)

Information Sharing

PickUpJoy LLC does **not sell, rent, or trade** your personal information to third parties.

We may share information only when necessary to:

- Complete requested services
- Process payments through secure payment providers

- Comply with legal obligations
- Protect our rights, property, or safety

Any third-party providers used by PickUpJoy are required to maintain the confidentiality and security of your information.

Your Rights and Choices

You may contact us at any time to:

- Request access to the personal information we have about you
- Correct inaccurate information
- Request deletion of your information, subject to legal requirements
- Opt out of future marketing communications
- Ask questions about how your information is used

Data Security

We take reasonable precautions to protect your personal information both online and offline.

Security measures may include:

- Secure website connections (SSL encryption)
- Restricted access to customer information
- Secure storage of electronic records
- Password-protected systems and devices

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

Cookies and Website Analytics

Our website may use cookies and similar technologies to:

- Improve website performance
- Remember visitor preferences
- Analyze website traffic and usage patterns
- Enhance user experience

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

Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices, content, or security of those websites. We encourage users to review the privacy policies of any third-party sites they visit.

Children's Privacy

PickUpJoy services are not directed toward children under the age of 13. We do not knowingly collect personal information from children.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any material changes will be posted on this page with an updated effective date. Continued use of our website and services after changes are posted constitutes acceptance of those changes.

Contact Us

If you have questions about this Privacy Policy or believe we are not complying with it, please contact us:

PickUpJoy LLC

Website: pickupjoyreturns.com

Email: info@pickupjoyreturns.com

Phone: (562) 823-9252

Phone: (562) 823-9253

Our Commitment

As a faith-based, family-owned business, PickUpJoy is committed to serving our community with honesty, integrity, and respect. We value your trust and work diligently to safeguard your personal information while providing convenient pickup and return services.