



# Privacy Policy

**Effective Date:** 04/01/2026

Totes Ma'Goats (“Company,” “we,” “us,” or “our”) respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, <https://www.totes-magoats.co/> (the “Site”), and use our services.

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## 1. Information We Collect

We may collect information about you in a variety of ways, including:

### Personal Information

We may collect personally identifiable information that you voluntarily provide to us, including:

- Name
- Email address
- Phone number
- Billing and payment details
- Delivery and pickup addresses
- Property name or community (if applicable)

### Referral Program Information

When you participate in our referral program, we may collect:

- Referrer name and contact details
- Referral link tracking data
- Referral activity and rewards earned

### Technical and Usage Data

We may automatically collect certain information when you visit the Site, including:

- IP address
  - Browser type
  - Device type
  - Pages visited and time spent on the Site
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## 2. How We Use Your Information

We may use the information we collect to:

- Process and manage bookings and services
  - Communicate with you regarding your orders or inquiries
  - Administer and track referral program participation
  - Improve our website, services, and customer experience
  - Detect and prevent fraud or misuse
  - Comply with legal and regulatory requirements
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## 3. Sharing Your Information

We do not sell your personal information.

We may share your information with trusted third parties, including:

- Payment processors (such as Stripe)
- Service providers (delivery, scheduling, communications)
- Referral tracking platforms (such as Referral Factory)
- Legal authorities, when required by law

### Lead Forms & Marketing Integrations

When you submit information through our online forms, advertisements, or lead generation campaigns (such as on search engines or social media, i.e. Google, Facebook, etc.), we may receive this information through secure, automated methods, including direct integrations with advertising partners or lead delivery webhooks. We use this information solely to respond to your inquiry, provide our services, manage bookings, or contact you as described in this Privacy Policy.

We do not sell your information or disclose it to data brokers. We may share your details with trusted third-party service providers for the sole purpose of facilitating our services, and only as necessary.

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## 4. Payment Information



All payment transactions are processed through secure third-party payment providers, including Stripe. We do not store full credit card numbers or sensitive payment details on our servers.

Customers may have the option to securely save their payment information through Stripe for future use. Any stored payment information is maintained by Stripe in accordance with their security and privacy standards.

By saving a payment method, you authorize Totes Ma'Goats to charge that payment method for agreed-upon services, including but not limited to:

- Additional rental time or extended rental periods
- Additional totes or equipment
- Late fees or missed pickup fees
- Damaged or unreturned totes

All such charges will be applied in accordance with our service agreement and pricing terms.

By providing or saving a payment method, you agree to these charges as part of your use of our services.

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## 5. Cookies and Tracking Technologies

We may use cookies and similar technologies to:

- Enhance your experience on our Site
- Analyze website traffic and usage
- Track referral activity

You can adjust your browser settings to refuse cookies if you prefer.

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## 6. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect your personal information. However, no method of transmission over the internet is completely secure, and we cannot guarantee absolute security.



## 7. Your Privacy Rights

Depending on your location, you may have the right to:

- Request access to the personal data we hold about you
- Request correction of inaccurate information
- Request deletion of your personal data
- Opt out of certain communications

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

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## 8. Third-Party Websites

Our Site may contain links to third-party websites. We are not responsible for the privacy practices or content of those sites.

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## 9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we do, we will revise the “Effective Date” at the top of this page. Continued use of our Site constitutes acceptance of those changes.

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## 10. Contact Us

If you have any questions about this Privacy Policy or our practices, please contact us at:

**Totes Ma'Goats**

Email: [info@totes-magoats.co](mailto:info@totes-magoats.co)

Website: <https://www.totes-magoats.co/>

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