

Privacy Policy Guide

Moving Buddies Tucson AZ / Tactical Relocation Systems, LLC DBA Moving Buddies Tucson AZ

Short Description: A Moving Buddies-specific privacy policy guide that explains what information the company collects, how customer data is used for estimates, scheduling, moving services, payments, communication, analytics, reviews, SMS messaging, and customer service, and how customers can opt out or request information about their data.

Meta Title: Privacy Policy | Moving Buddies Tucson AZ

Meta Description: Read the Moving Buddies privacy policy to learn how Tactical Relocation Systems, LLC DBA Moving Buddies Tucson AZ collects, uses, protects, and shares information for moving quotes, scheduling, communications, payments, SMS, analytics, and customer service.

Publishing Note: This document is written as a practical website policy draft for Moving Buddies. It should be reviewed by legal counsel before publication.

Privacy Policy

Last updated: [Insert Date]

Tactical Relocation Systems, LLC DBA Moving Buddies Tucson AZ respects your privacy. This Privacy Policy explains how we collect, use, disclose, store, and protect information when you visit our website, request a quote, contact us, use our forms, communicate with us by phone, email, text message, chat, or other electronic means, purchase moving-related services, or otherwise interact with us.

For purposes of this Privacy Policy, "Moving Buddies," "we," "us," and "our" refer to Tactical Relocation Systems, LLC DBA Moving Buddies Tucson AZ.

By using our website or providing information to us, you agree to the collection and use of information as described in this Privacy Policy. If you do not agree with this Privacy Policy, please do not use our website or submit information through it.

1. Company Information

- **Legal business name:** Tactical Relocation Systems, LLC DBA Moving Buddies Tucson AZ
- **Brand name:** Moving Buddies Tucson AZ / Moving Buddies
- **Website:** www.movingbuddiesaz.com
- **Phone:** (520) 514-9360
- **Email:** info@movingbuddiesaz.com
- **Mailing address:** 5502 E 25th St, Tucson, AZ 85711

2. Scope of This Policy

This Privacy Policy applies to information we collect through our website and online forms; email, phone, text message, voicemail, web chat, artificial-intelligence-assisted intake, or other electronic communications; moving-service records, including estimates, inventory information, scheduling notes, job notes, claims information, payment records, and customer-service communications; and digital advertising, analytics, call-tracking, customer relationship management, and marketing tools used to operate our business.

This Privacy Policy does not apply to websites, services, or platforms owned and operated by third parties, even if they are linked from our website. Those third parties have their own privacy practices.

3. Information We Collect

3.1 Information You Provide Directly

Depending on how you interact with us, we may collect:

- Contact information, such as your name, phone number, email address, mailing address, pickup address, delivery address, billing address, and preferred contact method.
- Move details, such as move date, origin and destination addresses, property type, stairs, elevators, parking conditions, access notes, gate codes, loading-zone details, apartment or unit numbers, storage-unit information, and special instructions.
- Move inventory information, such as furniture, boxes, appliances, specialty items, fragile items, heavy items, photos or videos you provide, room-by-room inventory, packing needs, and details used to prepare an estimate.

- Service preferences, such as packing, unpacking, loading, unloading, furniture disassembly, appliance handling, specialty-item moving, storage coordination, or scheduling requests.
- Payment-related information, such as invoice records, deposit status, payment confirmations, transaction history, billing contact details, and limited payment information processed through our payment vendors. We do not intend to store full card numbers when payment is processed through a third-party payment processor.
- Communications, such as emails, texts, call notes, voicemail messages, chat transcripts, customer-service records, reviews, complaints, claims, and follow-up notes.
- Marketing preferences, such as newsletter signups, offer preferences, opt-in and opt-out records, and responses to surveys or promotions.
- Information you provide about another person, such as a spouse, family member, roommate, property manager, real estate agent, storage facility contact, building manager, or authorized representative involved in the move.

3.2 Information Collected Automatically

When you use our website, we and our service providers may automatically collect device and browser information, usage information, advertising and analytics information, and call-tracking information. This may include IP address, browser type, operating system, device type, approximate location derived from IP address, referring website, pages viewed, time on site, forms started or completed, links clicked, call buttons clicked, campaign source, ad interactions, conversion activity, call time, call duration, and call outcome notes.

3.3 Photos, Videos, Inventory, and Property Access Information

Because moving estimates often depend on the actual items and access conditions involved, you may choose to send us photos, videos, inventory lists, room details, property access information, or similar materials. These materials may show furniture, rooms, household goods, exterior access points, driveways, stairs, elevators, storage units, garages, parking conditions, or other property features.

We use this information to prepare estimates, plan crews and equipment, document service needs, reduce misunderstandings, and provide customer support. Please avoid sending sensitive personal documents, financial records, medical records, or images of items you do not want us to see unless they are necessary for the service you are requesting.

3.4 Sensitive Information

We do not intentionally request highly sensitive personal information unless it is necessary for a specific service, safety, legal, payment, accessibility, or customer-support purpose. Depending on the situation, you may voluntarily provide information that could be sensitive, such as accessibility needs, gate or entry codes, security instructions, the presence of pets, medical equipment, firearms or safes, valuable items, or family circumstances affecting the move. We use this information only for legitimate moving-service, safety, scheduling, customer-service, legal, or business purposes.

Please do not provide Social Security numbers, medical records, bank-account credentials, passwords, or unrelated sensitive documents through our website forms.

4. How We Use Information

We may use the information we collect to:

- Respond to quote requests, questions, service inquiries, and customer-service issues.
- Prepare estimates, evaluate inventory, assess access conditions, and recommend crew size, truck size, equipment, packing materials, or service options.
- Schedule, dispatch, confirm, perform, and follow up on moving-related services.

- Communicate by phone, email, text message, voicemail, chat, or mail regarding your move, estimate, appointment, quote, invoice, payment, claim, review, or follow-up.
- Process payments, deposits, invoices, refunds, chargebacks, or billing questions.
- Document move details, job notes, inventory information, photos, claims, damages, disputes, and customer instructions.
- Provide marketing communications, newsletters, promotions, reminders, and offers where permitted by law and your communication preferences.
- Improve our website, advertising, forms, customer intake process, estimate accuracy, scheduling systems, and customer experience.
- Analyze website traffic, advertising performance, customer interactions, call performance, and service demand.
- Protect our company, customers, employees, property, website, systems, and legal rights.
- Comply with laws, legal processes, insurance requirements, tax obligations, accounting requirements, and regulatory obligations.

5. Phone Calls, Text Messages, Email, and Chat

When you call, text, email, chat with us, or submit a form, we may use the information you provide to respond to you and provide moving-related services. We may use vendors to help manage calls, text messages, web chat, artificial-intelligence-assisted intake, appointment setting, CRM records, and customer follow-up.

Calls may be monitored, recorded, summarized, or logged for quality assurance, training, scheduling, estimate accuracy, customer service, dispute resolution, and recordkeeping where permitted by law. If you do not want to provide information by phone, you may contact us in writing.

6. SMS / Mobile Messaging Terms

If you opt in to receive text messages from Moving Buddies, you agree that we may send informational and, where applicable, marketing text messages to the mobile number you provide. Message frequency may vary. Message and data rates may apply. Consent to receive marketing text messages is not a condition of purchasing services.

You may opt out of text messages at any time by replying **STOP** to a message from us. You may also contact us at info@movingbuddiesaz.com or (520) 514-9360 to request removal from text messaging. After you opt out, we may send a confirmation message. We may still send non-marketing messages when legally permitted or necessary to complete a requested transaction, respond to you, provide service-related information, or comply with legal obligations.

For help, reply **HELP** or contact us at info@movingbuddiesaz.com.

Mobile information will not be sold or shared with third parties or affiliates for their own marketing or promotional purposes. This includes your mobile number, SMS opt-in data, and text-message consent records.

We may share mobile information with service providers who help us deliver messages, operate our systems, provide customer support, or comply with legal obligations, but those providers are not authorized to use mobile information for their own marketing.

7. Cookies, Analytics, Advertising, and Tracking Technologies

Our website and vendors may use cookies, pixels, tags, scripts, local storage, analytics tools, call-tracking tools, advertising platforms, and similar technologies to operate the website, remember preferences, understand how visitors use the site, improve forms, measure advertising performance, and show or measure marketing.

These tools may collect information such as IP address, device identifiers, browser type, pages viewed, buttons clicked, form interactions, call-source data, referral source, and conversion events. You can control cookies through your browser settings. Some browser settings may affect how the website functions.

8. When We Share Information

We do not sell your personal information. We also do not sell or share mobile opt-in information for third-party marketing. We may share information in the following limited circumstances:

- **Service providers and vendors.** We may share information with vendors that help us operate our website, phones, forms, CRM, scheduling, estimates, payments, text messaging, email, analytics, advertising, storage, accounting, insurance, legal, IT, and customer-service systems.
- **Moving-service partners when needed.** If a requested service requires coordination with a storage facility, building manager, property manager, real estate agent, container company, specialty-item provider, repair vendor, claims administrator, insurer, or similar party, we may share information needed to coordinate that service.
- **Payment processors.** Payment information may be provided to payment processors and financial institutions to process transactions, refunds, chargebacks, and related payment activity.
- **Legal, safety, and rights protection.** We may disclose information when necessary to comply with law, respond to legal process, enforce agreements, protect rights or property, prevent fraud, collect unpaid balances, respond to claims, protect safety, or investigate misconduct.
- **Business transfers.** If our company or assets are sold, merged, reorganized, financed, or transferred, information may be included as part of that transaction, subject to applicable law.
- **With your direction or consent.** We may share information with a person or business you authorize, such as a family member, agent, landlord, property manager, storage facility, contractor, or other representative.

9. Information We Do Not Sell

Moving Buddies does not sell personal information in the ordinary sense of exchanging customer information for money. We do not sell your mobile number, SMS consent information, or text-message opt-in data to third parties or affiliates for their own marketing or promotional purposes.

Some privacy laws define “sale” or “sharing” broadly to include certain advertising or analytics activities. If required by applicable law, eligible residents may have the right to opt out of certain targeted advertising, sale, or sharing activities. You may contact us using the information in this policy to make such a request.

10. Data Retention

We retain information for as long as reasonably necessary to provide services, respond to inquiries, maintain business records, complete transactions, resolve disputes, document estimates and job files, comply with legal, tax, accounting, insurance, and operational requirements, enforce agreements, and protect our rights.

Retention periods may vary depending on the type of information, the nature of the customer relationship, legal obligations, warranty or claim periods, payment records, tax records, insurance requirements, and business needs.

11. Data Security

We use reasonable administrative, technical, and physical safeguards designed to protect personal information from unauthorized access, loss, misuse, disclosure, alteration, or destruction. No website, email, text message, phone system, payment system, or electronic storage method is completely secure, so we cannot guarantee absolute security.

You are responsible for using caution when sending information to us. Please do not submit unnecessary sensitive documents, passwords, banking credentials, Social Security numbers, or unrelated personal records through website forms, email, text, or chat.

12. Customer Choices and Opt-Outs

You may request to update, correct, access, or delete certain personal information by contacting us at info@movingbuddiesaz.com or (520) 514-9360. We may need to verify your identity before completing certain requests.

You may opt out of marketing emails by using the unsubscribe link in the email or contacting us. You may opt out of text messages by replying **STOP** or contacting us. You may also ask us not to call you for marketing purposes.

Some service-related communications may still be necessary to respond to your request, complete a move, provide a quote, process payment, or handle a customer-service issue.

13. Privacy Rights for Certain State Residents

Depending on where you live and whether a particular privacy law applies to our business, you may have privacy rights regarding your personal information. These may include the right to request access to personal information, correction, deletion, portability, information about categories of data collected, information about categories of third parties to whom data is disclosed, and the right to opt out of certain sale, sharing, targeted advertising, or profiling activities.

To exercise a privacy request, contact us at info@movingbuddiesaz.com or (520) 514-9360. We may ask for information necessary to verify your identity and process the request. Authorized agents may submit requests where permitted by law, but we may require proof of authorization. We will not discriminate against you for exercising privacy rights that apply to you.

14. Children's Privacy

Our website and services are not directed to children under 13. We do not knowingly collect personal information from children under 13 through the website. If you believe a child has provided personal information to us, please contact us so we can review and take appropriate action.

15. Third-Party Websites and Services

Our website may link to third-party websites, maps, payment tools, review platforms, social media platforms, video platforms, advertising networks, scheduling tools, or other services we do not control. This Privacy Policy does not apply to those third-party services. Please review their privacy policies before submitting information to them.

16. Reviews, Testimonials, and Public Content

If you leave a public review, testimonial, social media comment, or other public content about Moving Buddies, that content may be visible to others depending on the platform. We may respond to reviews or reference public reviews in our marketing where permitted by law and platform rules. Please avoid posting private move details, addresses, phone numbers, or sensitive information in public reviews.

17. Damage Claims, Disputes, and Service Records

If you submit a claim, complaint, dispute, payment issue, or service concern, we may collect and retain information necessary to investigate and respond. This may include photos, inventory records, communications, job notes, payment records, estimates, bills of lading or service agreements where applicable, employee notes, and related documentation.

We may share claim-related information with insurers, payment processors, legal advisors, claims administrators, contractors, repair vendors, or other parties reasonably necessary to investigate, resolve, defend, or document the issue.

18. Accessibility and Safety Information

Customers may choose to tell us about accessibility needs, medical equipment, mobility limitations, pets, household hazards, parking restrictions, building rules, gate codes, security instructions, or other safety-related information. We use this information to plan the move, protect people and property, and communicate with crews. Please provide only the information reasonably necessary for us to perform the requested service safely and professionally.

19. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we update it, we will revise the “Last updated” date. Changes are effective when posted unless a different effective date is stated. Your continued use of our website or services after an updated Privacy Policy is posted means you accept the updated policy.

20. Contact Us

If you have questions about this Privacy Policy or how Moving Buddies handles personal information, contact us at:

Moving Buddies / Tactical Relocation Systems, LLC DBA Moving Buddies Tucson AZ

Attn: Privacy

5502 E 25th St

Tucson, AZ 85711

Phone: (520) 514-9360

Email: info@movingbuddiesaz.com

Messaging Terms and Conditions

The following messaging terms may be kept on the same Privacy Policy page or moved to a separate SMS Terms page.

General

When you opt in to receive text messages from Moving Buddies, we may send you recurring informational and, where applicable, marketing text messages related to moving services, quote requests, scheduling, reminders, follow-up, customer service, promotions, and offers.

Messages may be sent using an automatic telephone dialing system or other messaging technology to the mobile number you provided. Message frequency varies. Message and data rates may apply. Your wireless carrier is not liable for delayed or undelivered messages. Consent to receive marketing text messages is not a condition of purchasing any goods or services.

Opt-Out

You may cancel SMS messages at any time by replying **STOP**. After you send STOP, we may send a confirmation message that you have been unsubscribed. After that, you should no longer receive marketing text messages from us unless you opt in again. You may also contact us at info@movingbuddiesaz.com or (520) 514-9360 to request removal.

Help

For help, reply **HELP** or contact us at info@movingbuddiesaz.com or (520) 514-9360.

Transfer of Number

If you change or transfer your mobile number, you agree to notify us or reply STOP from the original number so we can update our records and prevent messages from being sent to the wrong person.

Mobile Data Privacy

Mobile information will not be sold or shared with third parties or affiliates for their own marketing or promotional purposes. This includes your mobile number, SMS opt-in data, and text-message consent records.

We may use service providers to help deliver messages and operate our communication systems, but they are not authorized to use mobile information for their own marketing.

Changes

We may modify or terminate our messaging program at any time. We may also update these Messaging Terms. Changes are effective when posted unless another effective date is stated.

Final Review Checklist Before Publishing

- Confirm the publication date for “Last updated.”
- Confirm the correct legal business name is written consistently as Tactical Relocation Systems, LLC DBA Moving Buddies Tucson AZ.
- Confirm the correct mailing address is 5502 E 25th St, Tucson, AZ 85711.
- Use info@movingbuddiesaz.com as the privacy contact email unless you later decide otherwise.
- Confirm actual vendors used, such as Webflow, Google Analytics, Google Ads, Meta Pixel, CallRail, GoHighLevel, Chariot, payment processor, email provider, SMS provider, chat provider, Microsoft Clarity, or other tools.
- Confirm whether calls are recorded, transcribed, or summarized.
- Confirm payment processor language accurately reflects how deposits and invoices are handled.
- Confirm whether customer photos/videos are accepted through forms, email, text, chat, upload links, or third-party tools.
- Confirm SMS opt-in wording on forms matches the SMS section.
- Have legal counsel review before publication.