

Privacy Policy

Last Updated: November 2025

1. Introduction

Shining Star Enterprise LLC d/b/a MuvMate (“MuvMate,” “we,” “our,” or “us”) is committed to protecting your privacy.

This Privacy Policy explains how we collect, use, and safeguard your information when you use our moving services within the United States.

2. Information We Collect

We collect:

- Information you provide: name, phone, email, pickup/dropoff addresses, photos, moving inventory, and payment details (processed securely by Stripe).
- Information collected automatically: IP address, device/browser details, pages visited.
- Information from third parties: Google, Apple, Stripe, Calendly, TaskRabbit, GoShare, and other booking platforms.

3. How We Use Information

We use your information to schedule and provide moving services, send confirmations and invoices, process payments, improve customer experience, comply with insurance and legal obligations, and protect our services from fraud.

4. Sharing of Information

We never sell your information. We share data only with:

- Stripe (payment processing)
- Google & Apple (email authentication)
- Dispatchers and contractors assisting with your move
- Insurance partners

- Law enforcement when required

5. Data Retention

Information is retained only as long as needed to provide services, meet tax and legal obligations, and process claims.

6. Your Rights

You may request access, correction, or deletion of your information by emailing contact@muvmate.us.

7. Security

We implement SSL encryption, Stripe secure processing, and email authentication methods including SPF, DKIM, and DMARC.

8. Children's Privacy

Our services are intended for individuals 18 and older. We do not knowingly collect information from minors.

9. Updates

We may update this Privacy Policy periodically. Continued use of our services indicates acceptance of any changes.

10. Contact

Shining Star Enterprise LLC d/b/a MuvMate

Virginia, USA

Email: contact@muvmate.us