

Safety

Victor Valet — Safety and Development Information Plan Version 1.5.0

1. Company Overview

Victor Valet LLC provides professional valet parking services for private events, country clubs, and venues. The Victor Valet app (bundle ID com.victorvalet.app) supports this operation by allowing customers to request their vehicle and track wait times, while valet staff manage car intake, retrieval, and event logistics from their phones.

2. Purpose of the App

Give customers a fast, contactless way to request their vehicle and see real-time queue status. Give valet staff and managers a coordinated digital system for tracking cars, assignments, and event staffing, reducing lost tickets and miscommunication.

Reduce congestion and wait times at pickup points, improving on-site safety for guests and staff.

3. Data Safety

Customer participation is optional at every step; guests may continue without creating an account.

Any account created (customer or staff) is protected by standard authentication with securely hashed credentials — no passwords are stored in plain text within the app.

Staff accounts require a contact method (email and/or phone) so employees can recover access to their account without exposing sensitive company data to outside parties.

Location and vehicle data collected (parking spot, ticket number, car description) is used solely to operate the valet queue and is not sold or shared with third parties.

Data is stored using an access-controlled cloud database with role-based permissions, so staff and customer data are only visible to authorized users.

4. Staff Access & Role Safety

Staff access is PIN-protected, with three tiers (Valet, Manager, Owner) limiting what each role can view or change.

Only Owners can create Manager or Owner-level accounts, preventing unauthorized privilege escalation.

A recovery mechanism lets staff regain account access using their registered email or phone, minimizing operational downtime without weakening account security.

5. Ongoing Development & Maintenance

The app is actively maintained, with regular updates to Android/iOS target platform requirements to remain compliant with current app store standards.

Updates are tested prior to release to confirm core queue, staff login, and event management functionality remains uninterrupted for active events.

Feedback from staff and customers is used to prioritize refinements to safety-relevant flows (e.g., account recovery, request accuracy, wait-time display).

6. Support & Contact

For questions regarding this app's safety practices or functionality:

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www.victorvaletllc.com