

## Privacy Policy

**Effective Date:** January 1, 2026

Computer Repair Queens ("we," "us," or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your information when you visit our website or use our services.

### 1. Information We Collect

- **Personal Information:** Name, phone number, email address, service address, ZIP code.
- **Service Details:** Appliance type, issue description, appointment preferences, notes.
- **Contact Preferences:** Phone, email, or SMS/text communication.

### 2. How We Use Your Information

- Schedule and manage service appointments
- Contact you regarding repairs or installations
- Provide estimates, invoices, and service updates
- Improve service quality and customer experience
- Meet legal and operational requirements

### 3. Payments & Financial Information

We do not store credit card or banking information on our servers. All payments are processed securely through third-party payment providers.

### 4. Smart Home & In-Home Services

For smart home installations or in-home repairs, technicians may temporarily access devices or networks solely to complete the requested service. We do not monitor, store, or access personal data beyond what is necessary.

### 5. Pick-Up & Drop-Off Services

If you use our pick-up or drop-off services, we collect location and contact details only to complete the service safely and efficiently.

### 6. Information Sharing

We do **not sell or rent** your personal information. Information may be shared only with:

- Technicians assigned to your service request
- Payment processors for transaction completion
- Authorities when required by law

### 7. Cookies & Website Data

Our website may use basic cookies or analytics tools to understand site usage and improve performance. These tools do not collect sensitive personal data.

## 8. Data Security

We implement reasonable technical and organizational safeguards to protect your information from unauthorized access, misuse, or disclosure.

## 9. Your Rights

- Request access to your personal information
- Request corrections or updates
- Request data deletion, subject to legal obligations
- Opt out of non-essential communications

## 10. Policy Updates

This Privacy Policy may be updated periodically. Any changes will be posted on this page with an updated effective date.

## 11. Contact Information

### Computer Repair Queens

Email: Computer Repair Queens@gmail.com

Phone: 929-678-5513

Service Area: New York & New Jersey