

# Privacy Policy

Effective Date: January 1, 2025  
Company: CNS Repair Service LLC

## 1. Information We Collect

We may collect the following information from customers:

- **Contact Information:** Name, phone number, email address, and service address.
- **Payment Information:** Billing details necessary to process payments for services.
- **Service-Related Information:** Details you share with us regarding your appliances, which may include photos, videos, or written descriptions you send via text or other communication channels.

## 2. How We Use Your Information

We only use your information for purposes directly related to our services, including:

- Scheduling appointments and sending reminders.
- Processing payments for services provided.
- Reviewing photos or videos you provide to better diagnose and service your appliances.
- Communicating with you regarding your service requests.

## 3. Information Sharing and Disclosure

We **do not sell, rent, or trade** your personal information to third parties.

We may share information only when necessary to:

- Process secure payments.
- Comply with legal requirements, regulations, or lawful requests.
- Protect our rights, property, or the safety of our customers.

## 4. Data Security

We take reasonable precautions to protect your information from unauthorized access, disclosure, or misuse. However, please note that no method of electronic transmission or storage is 100% secure.

## 5. Data Retention

We retain customer information only as long as necessary to provide our services, comply with legal obligations, and maintain accurate business records.

## 6. Your Privacy Choices

You may request access to, or correction of, your personal information.

You may request that we delete your information once services are completed, subject to legal and accounting requirements.

## **7. Updates to This Policy**

We may update this Privacy Policy from time to time. Any changes will be posted with a revised "Effective Date."

## **8. Contact Us**

If you have any questions or concerns about this Privacy Policy, please contact us:

**CNS Repair Service LLC**

2213 Flair Drive

Oklahoma City, OK 73159

Phone: 405-464-1191

Email: [cnsappliancerepair@gmail.com](mailto:cnsappliancerepair@gmail.com)