

At Cell Geeks Rayford

We respect your privacy and are committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, and safeguard your information when you use our repair services or visit our website.

1. Information We Collect

We may collect the following types of information:

- **Personal Information:** Name, phone number, email address, billing/shipping address.
- **Device Information:** Make, model, IMEI/serial number, repair details.
- **Payment Information:** Payment card or transaction details (processed securely by third-party payment providers).
- **Communications:** Messages, inquiries, and feedback you provide.

2. How We Use Your Information

We use your information to:

- Provide diagnostic, repair, and warranty services.
- Contact you regarding service updates, approvals, or completed repairs.
- Process payments and issue receipts/invoices.
- Improve customer service and business operations.
- Comply with legal and regulatory requirements.

3. Data Security

- We take reasonable technical and organizational measures to protect your data from unauthorized access, alteration, or disclosure.
- Devices may contain personal data (photos, messages, apps). We **do not access or share your personal content** unless required for repair or by law.

4. Data Sharing & Disclosure

We do **not** sell, rent, or trade your information. We may share limited information only with:

- **Service Providers:** Trusted partners who assist with payment processing, logistics, or parts supply.
- **Legal Authorities:** When required to comply with law, regulation, or court orders.

5. Data Retention

- Customer records and invoices may be stored for up to **[e.g., 12–24 months]** for warranty, legal, and accounting purposes.
- Device data is not copied or stored by us during repairs.

6. Your Rights

You may request to:

- Access, correct, or update your personal information.
- Request deletion of your records, subject to legal obligations.
- Opt out of promotional communications at any time.

7. Third-Party Services

If you use payment gateways, shipping services, or other third-party platforms through our business, their privacy practices apply.

8. Updates to Privacy Policy

We may update this policy from time to time. Any changes will be posted with the updated effective date.