

Pixel Pros© Privacy Policy

Effective Date: 08/24/2025

This Privacy Policy ("Policy") explains how Pixel Pros© ("Company," "we," "our," or "us") collects, uses, shares, protects, and retains your personal information when you access our website, schedule or receive services, communicate with us, or otherwise interact with our business. We are committed to protecting your privacy and ensuring that your personal data is handled responsibly and in compliance with applicable privacy and data protection laws.

By using our services, you consent to the practices described in this Policy. If you do not agree with the terms of this Policy, you should not use our website or services.

1. Scope of Policy

This Policy applies to:

- Information collected through our website, online scheduling forms, email, chat, phone, and in-person interactions.
- Information you provide directly to us when engaging our repair, troubleshooting, or installation services.
- Information collected automatically through technology, such as cookies or diagnostic tools used during device servicing.

This Policy does not apply to third-party websites, platforms, or services that we do not control. We encourage you to review the privacy policies of any third-party services you engage.

2. Information We Collect

We collect information in several ways to provide services effectively, ensure security, and comply with legal obligations.

2.1 Personal Identifiable Information (PII)

- Name, address, email, and phone number.
- Payment information (processed securely through third-party payment providers).
- Government-issued identification, if required for verification purposes.

2.2 Device and Service Information

- Device type, model, serial number, and hardware specifications.
- Diagnostic data related to performance, errors, and repair status.
- History of repairs, modifications, or services performed.

2.3 Technical and Usage Data

- IP address, browser type, operating system, and session logs when visiting our website.
- Cookies and analytics data for site optimization and fraud prevention.
- Service preferences and communication history.

2.4 Sensitive Information

We do not intentionally collect sensitive personal information (such as health, biometric, or precise geolocation data) unless strictly required for the performance of our services and with your explicit consent.

3. How We Use Information

Your data is used only for legitimate business purposes, including:

- Providing, managing, and improving our services.
 - Diagnosing, repairing, and testing devices.
 - Processing payments, invoices, and customer communications.
 - Sending service updates, confirmations, and reminders.
 - Ensuring compliance with contracts, laws, and regulations.
 - Conducting fraud prevention and security monitoring.
 - Marketing (where legally permitted and with your opt-in consent).
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4. Sharing and Disclosure of Information

We do not sell or rent your personal information. However, we may share data under the following circumstances:

4.1 Service Providers

With trusted third-party providers who support business operations such as:

- Payment processors

- Delivery and logistics companies
- Replacement part suppliers
- Cloud hosting and IT service providers

4.2 Legal and Compliance Obligations

We may disclose personal data to law enforcement, courts, or government agencies when required by law or in response to valid legal requests.

4.3 Business Transfers

If Pixel Pros© undergoes a merger, acquisition, or sale of assets, customer data may be transferred as part of the business assets.

4.4 Authorized Third Parties

With your consent, we may share information with third-party service partners for specialized services (e.g., warranty claims with manufacturers).

5. Data Retention

We retain personal information only as long as necessary to fulfill the purposes outlined in this Policy, including:

- Service and repair records: retained for up to **5 years** for warranty and liability reasons.
- Payment and transaction data: retained as required by financial and tax laws.
- Diagnostic and technical logs: retained for up to **12 months** unless extended by customer consent.

When retention periods expire, data is securely deleted or anonymized.

6. Data Protection and Security

We take data security seriously and employ appropriate technical, physical, and organizational measures to protect your information, including:

- Encryption of sensitive data in transit and at rest.
- Access controls to limit employee and contractor data access.
- Secure data disposal for physical media and electronic records.
- Continuous monitoring of systems for security vulnerabilities.

While we strive to protect your data, no method of transmission or storage is 100% secure. You acknowledge that we cannot guarantee absolute security of your information.

7. Your Rights

Depending on your location and applicable laws, you may have the following rights:

- **Access:** Request a copy of personal data we hold about you.
- **Correction:** Request corrections to inaccurate or incomplete information.
- **Deletion:** Request deletion of personal data, subject to legal obligations.
- **Portability:** Request transfer of your personal data to another service provider.
- **Restriction:** Request limits on the processing of your data.
- **Opt-Out:** Opt out of marketing communications.

To exercise your rights, contact us using the details provided in Section 12.

8. Children's Privacy

Our services are not directed to individuals under the age of 13. We do not knowingly collect personal data from children. If we become aware of such collection, we will promptly delete the information.

9. International Data Transfers

If you are located outside the United States, please be aware that your information may be transferred to, stored in, and processed in the United States, where data protection laws may differ from those in your jurisdiction.

10. Cookies and Tracking

We use cookies, beacons, and similar technologies to:

- Improve website functionality.
- Analyze traffic and usage patterns.
- Prevent fraud and unauthorized access.

You may disable cookies through your browser settings, but some features of our site may not function properly.

11. Changes to this Privacy Policy

We reserve the right to update this Policy at any time. Updates will be posted on our website with a revised "Effective Date." Continued use of our services constitutes acceptance of the updated Policy.

12. Contact Information

If you have any questions, concerns, or requests regarding this Privacy Policy or how we handle your data, please contact us:

Pixel Pros©

Email: pixelpros@pixelpros.net

Phone: 254-658-2531

Acknowledgment

By using our services, you acknowledge that you have read and understood this Privacy Policy and agree to the collection, use, and protection of your data as outlined above.