

Contact

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Privacy Policy — Javier's Computer Repair

Last updated: November 27, 2025

1. Introduction

Javier's Computer Repair ("we," "us," or "our") provides computer and electronic device repair, maintenance, and related support services. Protecting your privacy and the confidentiality of information on devices we service is important to us. This Privacy Policy explains what personal information we collect, how we use and share it, your choices, and how residents of California can exercise their privacy rights.

2. Scope

This policy applies to personal information collected:

- when you visit or interact with our website or social media pages;
- when you bring devices to our shop, schedule service, or receive repair services;
- when you contact us by phone, email, or in person; and
- in connection with transactions, warranties, and communications.

3. Information We Collect

We collect information that helps us diagnose, repair, bill, and return devices and communicate with you. Categories include:

A. Contact & Identity Information

Name, mailing address, email address, phone number, billing address.

B. Transaction & Service Information

Repair history, device make/model/serial number, service notes, appointments, invoices, payment method and transaction details.

C. Device & Diagnostic Data

Device identifiers (serial numbers, IMEI), operating system and software versions, error logs, diagnostic results, and — when necessary to provide repair services — files, configurations, or data stored on the device.

D. Payment & Financial Information

Payment card information or other payment data (we may collect this directly or via third-party payment processors).

E. Sensitive Information

Device contents may include sensitive personal information (e.g., personal documents, photos, passwords). We do not intentionally request such information; however, it may be accessible during repair. See Section 6.

F. Website & Technical Information

IP address, browser type, device type, pages visited, cookies, analytics, and other tracking information from our website.

G. Security & Images

Security camera footage or photographs taken for identification or to document device condition.

4. How We Collect Information

We collect information:

- **Directly from you** when you provide it (e.g., drop off a device, fill out an intake form, call or email).
- **Automatically** when you use our website (cookies, analytics).
- **From the device** during diagnostics and repairs (for example, logs and stored files necessary to diagnose problems).
- **From third parties** such as payment processors, warranty providers, or your authorized representative.

5. How We Use Personal Information

We use personal information to:

- Provide repair, diagnostics, maintenance, and related services;
- Communicate about service status, estimates, appointments, and return of devices;
- Process payments, invoices, and warranties;
- Maintain service records, enforce terms, and comply with legal obligations;
- Improve our services and website, and for fraud prevention and security; and
- Comply with lawful requests (e.g., subpoenas, court orders).

We will only access the contents of a device to the extent reasonably necessary to diagnose or repair it, or as otherwise authorized by you or by law.

6. Device Data and Sensitive Information

Customer responsibility: Whenever possible, we recommend you back up and remove any sensitive personal information prior to service, and sign out of accounts or remove passwords you don't want us to access.

Our access: By leaving a device with us or authorizing service, you consent to our technicians accessing data on the device as reasonably necessary to perform diagnostics and repairs. We will not intentionally access, copy, or share personal data beyond what is required to complete service, except as described in this policy or with your explicit permission.

Content retention: We are not responsible for loss of data. We will make reasonable efforts not to view or retain personal content. If retention of device data is necessary (for evidence of service, warranty, or disputes), we will keep only what is necessary and secure it as described in Section 9.

7. Sharing and Disclosure of Personal Information

We may disclose personal information to:

- **Service providers and contractors** who perform services on our behalf (payment processors, shipping companies, IT providers, waste disposal/recycling partners);
- **Authorized repair partners** or referral repair facilities if needed for specialized work;
- **Legal authorities** when required by law, to respond to legal process, or to protect rights and safety;
- **In connection with business transfers** (sale or restructuring), with notice and contractual protections; and
- **With your consent** or at your direction.

We **do not sell** personal information for monetary consideration. If this changes, we will notify customers and provide opt-out mechanisms in accordance with applicable law.

8. Cookies & Online Tracking

Our website uses cookies and similar technologies to provide functionality, remember preferences, analyze site usage, and for marketing. You can manage cookie settings through your browser; opting out may affect site features.

9. Security

We implement reasonable administrative, technical, and physical safeguards to protect personal information against unauthorized access, disclosure, alteration, or destruction. Examples include restricted access to records, password protections, and secure storage of electronic records. No method of transmission or storage is 100% secure; we cannot guarantee absolute security.

10. Retention

We retain personal information only for as long as necessary:

- Service records and repair histories: typically **3 years** (or as needed for warranties and ongoing service);
- Financial and tax records: typically **7 years** (or as required by law); and

- Website analytics and logs: for a limited period (generally under 2 years).

We retain information longer if required by law or to resolve disputes.

11. Your California Privacy Rights (Consumers of California)

If you are a California resident, you have rights under the California Consumer Privacy Act (CCPA) and related laws. This section summarizes those rights and how to exercise them.

A. Rights You May Have

- **Right to know / access:** Request the categories and specific pieces of personal information we collected about you in the last 12 months, sources, purposes, and with whom we shared it.
- **Right to delete:** Request deletion of personal information we collected from you, subject to certain exceptions (e.g., to complete a repair, for legal obligations, or to detect security incidents).
- **Right to correct:** Request correction of inaccurate personal information.
- **Right to opt-out of sale:** You have the right to opt out of the “sale” of your personal information. We do not sell personal information for monetary consideration.
- **Right to non-discrimination:** You have the right not to be discriminated against for exercising these rights.

B. How to Submit a Request

To make a request, contact us at: info@javierscomputerrepair.com or by mail at **724 G St Unit A, Chula Vista, CA 91910**. When you contact us, please:

- State the request type (access, deletion, correction); and
- Provide sufficient information to verify your identity (name, email, phone, and proof of residence or other info used in our records). For requests regarding an account, you may be asked to verify with account details or provide documentation.

C. Authorized Agents

You may designate an authorized agent to submit a request on your behalf. We may require proof of your authorization and verification of the agent’s identity.

D. Verifying Requests

We will verify requests using reasonable methods appropriate to the request and the sensitivity of the information. For example, we may verify identity by matching account details, repair order number, or government-issued ID for more sensitive requests.

12. Children

Our services are not intended for children under 16. We do not knowingly collect personal information from children under 16. If you believe we have collected such information, contact us to request deletion.

13. International Transfers

We operate in the United States. If personal information is transferred outside your country, we will take appropriate steps to protect it consistent with this policy and applicable law.

14. Changes to This Privacy Policy

We may update this policy. We will post the updated policy on our website with a new effective date. If changes are material, we will provide a more prominent notice.

15. Contact Information

For questions, to exercise privacy rights, or to file a complaint, contact:

Javier's Computer Repair

Email: info@javiorscomputerrepair.com

Phone: [\(619\) 746-5615](tel:(619)746-5615)

Mail: 724 G St Unit A, Chula Vista, CA 91910

If you would prefer a printed copy of this policy, or need this policy in another format, email info@javiorscomputerrepair.com.