



# Privacy Policy – OnPoint Auto Customs

## 1. Information We Collect

OnPoint Auto Customs (“OAC”) collects customer information necessary to provide automotive services, including:

- Name, address, phone number, and email
- Vehicle information, VIN, mileage, and service history
- Photos of the vehicle for documentation and quality assurance
- Payment information for billing purposes (not stored after processing)

OAC does not sell or share customer information with third parties for marketing purposes.

## 2. How Information Is Used

We use customer information solely for business-related purposes, including:

- Scheduling and managing service appointments
- Ordering parts and preparing custom fabrication or performance work
- Maintaining accurate service records
- Verifying ownership and ensuring vehicle security
- Contacting the customer regarding updates, delays, or approvals

## 3. Photos & Media

Photos taken of vehicles during inspection, repair, fabrication, or restoration may be used for:

- Internal documentation
- Proof of pre-existing conditions
- Quality control

OAC may also use vehicle images for marketing purposes ONLY with customer consent via a separate Media Release Form.

## 4. Data Storage & Security

Customer records are stored securely in encrypted or access-restricted systems. Physical documents are kept in locked areas accessible only to authorized personnel. Payment card information is not stored after processing and is handled in compliance with industry-standard security practices.

## 5. Third-Party Vendors

In some cases, OAC may share limited information with parts suppliers, towing companies, inspection services, or subcontractors strictly for the purpose of completing authorized work. These parties are prohibited from using customer information for unrelated purposes.

## 6. Customer Rights

Customers may request copies of stored information, updates to their records, or removal of non-essential information at any time, subject to legal requirements for record keeping.

**7. Record Retention**

OAC retains service records, invoices, and vehicle documentation as required by state and federal law. These records may be kept for up to 7 years.

**8. Policy Updates**

This Privacy Policy may be updated periodically to comply with changes in regulations or industry standards. Any material changes will be posted or communicated to customers.

**9. Agreement**

By receiving services from OAC, the customer acknowledges and agrees to the terms of this Privacy Policy.

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**Client Signature**

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**Date**