

# Privacy Policy

**Last updated:** January 2026

Welcome to **CoreFix** (“we,” “our,” “us”). Your privacy matters to us. This Privacy Policy explains how we collect, use, store, and protect your information when you visit **corefixbc.org**, contact us, or use our services.

## 1. Information We Collect

We may collect the following types of information:

- **Personal Information:** name, phone number, email address, address (for pickup & drop-off), and communication details.
- **Service Information:** device details, reported issues, diagnostics notes, repair history, and service preferences.
- **Technical Information:** IP address, browser type, device type, pages visited, and basic analytics data.
- **Communications:** messages sent via live chat, WhatsApp, email, phone, or contact forms.

## 2. How We Use Your Information

We use your information to:

- Provide diagnostics, repairs, pickup & drop-off, and customer support.
- Communicate service updates, quotes, approvals, and invoices.
- Improve our website, services, and customer experience.
- Comply with legal and regulatory obligations.
- Prevent fraud, abuse, or misuse of our services.

## 3. Diagnostics & Device Data

During diagnostics or repair, we may access device information strictly necessary to identify issues or complete authorized work. We do **not** intentionally access personal files unless required for troubleshooting and approved by you. We do not sell or share device data.

## 4. Payments

Payments are processed through third-party providers. We do not store full payment card details on our servers.

## 5. Sharing of Information

We do **not** sell your personal information. We may share limited information with:

- Service partners (only as needed to complete a repair).
- Payment processors and communication tools.
- Legal authorities if required by law.

## **6. Data Security**

We take reasonable technical and organizational measures to protect your data. While no system is 100% secure, we continuously work to safeguard your information.

## **7. Data Retention**

We retain personal information only as long as necessary to provide services, meet legal requirements, or resolve disputes.

## **8. Cookies & Analytics**

Our website may use cookies or similar technologies for basic functionality and analytics. You can control cookies through your browser settings.

## **9. Your Rights**

You may request access, correction, or deletion of your personal information, subject to legal obligations.

## **10. Third-Party Links**

Our website may contain links to third-party sites. We are not responsible for their privacy practices.

## **11. Updates to This Policy**

We may update this Privacy Policy from time to time. Changes will be posted on this page with an updated date.

## **12. Contact Us**

If you have questions about this Privacy Policy, contact us at:

**Email:** [support@corefixbc.org](mailto:support@corefixbc.org)

**Website:** <https://corefixbc.org>