

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

Website: <https://corefixbc.org>