

**Computer Repair Queens – Privacy Policy**  
**(Effective January 1, 2026)**  
**Computer Repair Queens**

**1. Overview**

This Privacy Policy explains how Computer Repair Queens (“CRQ”, “we”, “us”) collects, uses, shares, and protects information when you use our website, book services, contact us, or receive service. It also covers information related to our retail/resale division, Queens Computer Store (“QCS”), when interactions occur through our ecosystem.

**2. Information We Collect**

**Contact & account information:** name, phone number, email, address, and communication preferences.

**Booking & service details:** device type, issue description, service history, appointment notes, and photos you choose to provide.

**Payment information:** payment status and transaction identifiers. (Payment card details are typically handled by our payment processor, not stored by us.)

**Device & diagnostic data:** system information, serial/model numbers, health/status indicators, and test results necessary to complete service.

**Data handled during service:** files you ask us to transfer or recover, login access you provide for testing, and configuration settings.

**Website data:** IP address, browser/device info, and usage data via cookies or similar technologies (where enabled).

**3. How We Use Information**

To schedule and deliver services (dispatching technicians, confirming appointments, and providing quotes/updates).

To perform diagnostics and repairs, verify functionality, and document work completed.

To provide customer support and respond to requests.

To send service-related communications (confirmations, receipts, warranty information).

To improve our website, services, training, and quality control. To prevent fraud, enforce policies, and comply with legal obligations.

To offer relevant options in our ecosystem (e.g., upgrade/replacement pathways, trade-in intake, certified device recommendations) when you request them.

**4. Data Handling During Repairs**

We treat customer data as confidential and limit access to staff/technicians who need it to perform the service.

Whenever possible, we use the minimum access necessary (for example, testing with a guest account or using diagnostic tools that do not require viewing personal files).

**Temporary copies.** For transfers or recovery, we may temporarily store data on external drives or systems.

Temporary data is deleted after completion, subject to reasonable retention windows for verification and customer support.

**Passwords.** If you share passwords for testing, you are encouraged to change them after service. We do not intentionally store passwords unless required for a secure remote access method you request.

#### **5. How We Share Information**

We do not sell your personal information.

We may share information with trusted service providers that help us operate (payment processors, scheduling/CRM tools, email/SMS providers, hosting providers), only as necessary to provide services. We may share information to comply with law, respond to lawful requests, protect rights and safety, or investigate fraud.

If you choose to engage with Queens Computer Store (trade-in, purchase, warranty claim), relevant information

may be shared between CRQ and QCS to complete that transaction (e.g., device details, test results, receipts, warranty eligibility).

#### **6. Cookies and Analytics**

Our website may use cookies or similar technologies to support essential functionality and understand usage.

You can control cookies through your browser settings. Some features may not function properly if cookies are disabled.

#### **7. Data Retention**

We retain service records (work orders, invoices, diagnostic results) for legitimate business purposes such as warranty support, accounting, and legal compliance.

We retain customer communications for a reasonable period to provide support and manage disputes. Customer data used for transfers/recovery is deleted after completion, subject to reasonable verification windows.

#### **8. Security**

We use reasonable administrative, technical, and physical safeguards designed to protect information. No system is 100% secure; we cannot guarantee absolute security, but we take protection seriously.

If you believe your information has been compromised in connection with our services, contact us promptly.

#### **9. Your Choices and Rights**

You may request access to, correction of, or deletion of your personal information, subject to legal and operational limits (for example, we may need to retain invoices for accounting).

You may opt out of marketing messages at any time by using the unsubscribe option where provided or by

contacting us. Service-related messages (appointment confirmations, receipts) may still be sent.

#### **10. Children's Privacy**

Our services are not directed to children under 13, and we do not knowingly collect personal information from

children under 13.

#### **11. Third-Party Links**

Our website or communications may include links to third-party sites (including Queens Computer Store, social

media platforms, or booking/payment providers). Their privacy practices are governed by their own policies.

#### **12. Updates to This Policy**

We may update this Privacy Policy periodically. The effective date will reflect the latest version.

#### **13. Contact Us**

If you have questions about this Privacy Policy or how we handle information, contact us using the details on our website.