

Effective Date: 01-02-2025

EXCELLENT SERVICES (“we,” “our,” or “us”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website or contact us for our appliance repair services. By using our services, you agree to the collection and use of information in accordance with this policy.

1. Information We Collect

- **Personal Information:** When you contact us via email, phone, or online booking, we may collect personal information such as your name, address, email address, and phone number to fulfill your service requests.
- **Service Information:** We collect information about the appliance type, brand, and any specific issues to provide accurate and effective repair solutions.
- **Usage Data:** We may collect information on how our website is accessed and used, including IP address, browser type, pages visited, and the time spent on those pages.

2. How We Use Your Information

We use the information we collect for the following purposes:

- To provide and manage our appliance repair services.
- To communicate with you about appointments, service updates, and customer support.
- To send notifications about promotions, offers, and other updates (you may opt out of marketing communications at any time).
- To analyze and improve our services and website performance.

3. Sharing of Information

We do not sell or trade your personal information. We may share your information in the following cases:

- **Service Providers:** With trusted third-party service providers who assist us in operating our business and providing our services, subject to confidentiality agreements.
- **Legal Requirements:** If required by law or to comply with legal processes.

4. Data Security

We take data security seriously and implement reasonable security measures to protect your personal information from unauthorized access, alteration, or disclosure. However, no method of electronic transmission or storage is entirely secure, and we cannot guarantee absolute security.

5. Cookies

Our website may use cookies to enhance user experience. You may choose to set your browser to refuse cookies, but this may affect the availability of some parts of the site.

6. Your Rights

You may request to access, correct, or delete your personal information that we hold. To make any requests regarding your personal information, please contact us at **exellentservice3@gmail.com**.

7. Changes to This Privacy Policy

We reserve the right to update this Privacy Policy at any time. Any changes will be posted on this page with an updated effective date.

8. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

EXCELLENT SERVICES

Email: **exellentservice3@gmail.com**

Thank you for trusting **EXCELLENT SERVICES** with your appliance repair needs.