



Smitty's Maintenance Repair & Collision, Inc.
3301 Freemansburg Avenue
Easton, PA 18045
610-258-5297
www.smittysofpalmer.com

Privacy Policy (pertains to Collision Department Repairs only)

Effective Date: 11/01/2025

1. Introduction

Smitty's Maintenance Repair & Collision, Inc. ("Smitty's," "we," "our," or "us") values your privacy. This Privacy Policy explains how we collect, use, and protect your personal information when you visit our website [www.smittysofpalmer.com], contact us, or use our services at our repair facility.

By using our website or services, you agree to the terms of this Privacy Policy.

2. Information We Collect

We may collect personal information from you in the following ways:

A. Information You Provide Directly:

- Name, address, phone number, and email address
- Vehicle information (make, model, year, VIN)
- Insurance claim details and policy information (if applicable)
- Payment information (credit/debit card details or billing address)
- Messages or inquiries submitted through our website forms

B. Information Collected Automatically:

When you visit our website, we may automatically collect:

- IP address and browser type
- Pages visited, time spent, and referring website
- Device type and operating system

C. Information From Third Parties:

We may receive information from insurance providers, adjusters, towing companies, or third-party platforms related to your repair or service request.

3. How We Use Your Information

We use your information to:

- Provide repair, maintenance, and related services
- Prepare and send estimates or invoices
- Communicate with you about appointments, repairs, or claims
- Process payments and manage billing
- Respond to inquiries and provide customer support
- Improve our website, services, and customer experience
- Comply with legal or insurance requirements

4. How We Share Your Information

We do **not sell or rent** your personal information.

We may share your information with:

- **Insurance companies or adjusters** involved in your claim
- **Payment processors** to complete transactions securely
- **Parts suppliers or vendors** necessary for repairs
- **Technology service providers** who maintain our website or systems
- **Law enforcement or regulatory agencies** if required by law

All third parties are required to protect your data and use it only for the purpose for which it was shared.

5. Data Security

We use reasonable administrative, technical, and physical safeguards to protect your information from loss, misuse, or unauthorized access. However, no electronic transmission or storage system is 100% secure, and we cannot guarantee absolute security.

6. Data Retention

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

7. Your Rights and Choices

You may request to:

- Access or correct your personal information
- Delete your information, where legally permitted
- Opt out of marketing communications

To make a request, please contact us using the information below.

8. Cookies and Tracking

Our website may use cookies and similar technologies to enhance user experience, analyze website traffic, and improve performance. You can adjust your browser settings to refuse cookies, but some site features may not function properly.

9. Links to Other Websites

Our website may contain links to external sites. We are not responsible for the content or privacy practices of those third-party websites.

10. Children's Privacy

Our services are intended for adults. We do not knowingly collect information from individuals under 13 years of age.

11. Updates to This Policy

We may update this Privacy Policy periodically. Changes will be posted on our website with an updated "Effective Date."

12. Contact Us

If you have any questions or concerns about this Privacy Policy or how your information is handled, please contact us:

Smitty's Maintenance Repair & Collision, Inc.
 3301 Freemansburg Avenue
 Easton, PA 18045
 Phone: 610-258-5297

Signature _____ Date _____

Print Name _____