

# Privacy Policy

Effective date: August 29th, 2026

Tech Neighbor respects the privacy of its customers and website visitors. This Privacy Policy explains what information Tech Neighbor may collect, how that information may be used and shared, and the choices available to you.

This Policy applies when you visit the Tech Neighbor website, contact Tech Neighbor, or request an appointment, or receive a service. The adult legal operator of Tech Neighbor is identified in the Tech Neighbor Terms of Service.

## Information You Provide

Tech Neighbor may collect information that you voluntarily provide, including:

- Your name;
- Your email address or phone number;
- Your preferred method of contact;
- Appointment dates or scheduling preferences;
- General information about your device or the service you are requesting; and
- The contents of messages, questions, feedback, or other communications you send.

If an online appointment form is made available, it may request information reasonably needed to understand the requested service and arrange the appointment. Required and optional fields should be clearly identified.

Please do not submit passwords, verification codes, Social Security numbers, financial account information, medical information, or other highly sensitive information through the website, email, or an appointment form. Customers should enter their own passwords, payment information, and verification codes when possible.

## Information Collected Automatically

Tech Neighbor's website-hosting may automatically receive limited technical information when you visit the website. This may include your Internet Protocol address, browser or device type, general location based on your IP address, pages requested, referring page, and the date and time of your visit.

This information is generally collected through server logs and similar technologies needed to deliver, secure, and maintain the website. Tech Neighbor does not use this information to identify visitors personally unless reasonably necessary for security, troubleshooting, or legal purposes.

## Cookies and Analytics

As of the effective date above, Tech Neighbor does not use Google Analytics, advertising pixel, or cookies for targeted advertising. The website-hosting provider may use cookies or similar technologies that are necessary to operate, secure, or deliver the website.

Tech Neighbor may add Google Analytics in the future to understand general website usage. Before

Google Analytics is activated, this Privacy Policy will be updated to explain its use. Google Analytics may collect information such as session activity, approximate location, browser information, and device information. Any legally required cookie notice or consent choice will also be added when applicable.

Tech Neighbor does not use personal information for targeted advertising and does not sell or rent personal information.

## **How Information Is Used**

Tech Neighbor may use information to:

- Respond to questions and service requests;
- Arrange, confirm, reschedule, or cancel appointments;
- Understand the requested service and provide customer support;
- Communicate about an appointment or completed service;
- Maintain, secure, and troubleshoot the website;
- Improve services and website information;
- Prevent fraud, misuse, or unsafe activity, and
- Comply with applicable legal obligations.

## **Information Encountered During Service**

While providing technology assistance, Tech Neighbor may incidentally see information display on a customer's device. Tech Neighbor will only access information reasonably necessary to perform the service authorized by the customer.

Customers should close or protect private files, messages, photographs, financial information, health information, and other sensitive material before service begins whenever possible. Tech Neighbor will not intentionally copy, retain, or disclose information from a customer's device unless the customer requests or authorizes it, or disclosure is required by law.

Tech Neighbor will not request to bypass device locks, account security, parental controls, or other security protections. Customers must own the device or have permission from its owner to authorize the requested work.

## **How Information May Be Shared**

Tech Neighbor may share limited information with service providers that help operate the business, such as website-hosting, email, appointment-booking, or payment-processing providers. These providers may receive only the information reasonably needed to perform their services and handle information under their own terms and privacy policies.

Information may also be disclosed when Tech Neighbor reasonably believes disclosure is necessary to:

- Comply with applicable law, a court order, or a lawful government request;
- Protect the safety, right, or property of a customer, Tech Neighbor, or another person;
- Investigate suspected fraud, abuse, or security problems; or
- Complete a business reorganization or transfer, subject to applicable law.

Tech Neighbor does not sell or rent customer personal information.

## **Children's Privacy**

The Tech Neighbor website is intended for a general audience and is not directed to children under 13. Tech Neighbor does not knowingly collect personal information online directly from a child under 13 with appropriate permission from a parent or legal guardian.

A parent or legal guardian should contact Tech Neighbor and arrange any service for a child under 13. If Tech Neighbor learns that personal information was collected online directly from a child under 13 without appropriate permission, reasonable steps will be taken to delete it.

Customers under 18 must have permission from a parent or legal guardian before requesting or receiving a paid service.

## **Data Retention**

Tech Neighbor keeps personal information only for as long as reasonably necessary to respond to a request, arrange or provide a service, maintain appropriate business records, resolve a dispute, protect security, or comply with applicable law.

Information that is no longer reasonably needed will be deleted or securely disposed of when practical. Retention periods may vary depending on the type of information and the reason it was collected.

## **Information Security**

Tech Neighbor uses reasonable administrative, technical, and physical safeguards appropriate for the amount and type of information maintained. However, no website, email service, device, or method of electronic storage can be guaranteed to be completely secure.

Customers should not send sensitive information through ordinary email. If you believe information you provided may have been accessed or used improperly, contact Tech Neighbor promptly.

## **Your Choices and Requests**

You may contact Tech Neighbor to:

- Ask what personal information Tech Neighbor maintains about you;
- Correct inaccurate contact or appointment information;
- Request deletion of information that is no longer needed; or
- Ask a question about how your information is handled.

Tech Neighbor will respond within a reasonable time and may need to verify the request. Some information may need to be retained when reasonably necessary for security, recordkeeping, dispute resolution, or legal compliance.

You may stop receiving nonessential promotional messages by using any provided unsubscribe method or by contacting Tech Neighbor. Appointment confirmations, responses to your requests, and other necessary service communications are not promotional messages.

## **Third-Party Websites and Services**

The website may contain links to third-party websites or services. Tech Neighbor does not control the privacy, security, availability, or content of those third parties. You should review the privacy policy of any third-party service before providing information to it.

## **Changes to This Policy**

This Privacy Policy may be updated when Tech Neighbor's website, services, or information practices change. The effective date at the top of the page will be changed when an update is published.

Material changes will apply going forward. Visitors should review this page periodically, especially after new website features such as appointment booking or analytics are introduced.

## **Contact Tech Neighbor**

Questions or privacy requests may be sent to:

Email: [techneighborsupport@gmail.com](mailto:techneighborsupport@gmail.com)