

C2 RV Services LLC Privacy Policy

C2 RV Services LLC ("we," "us," or "our") respects the privacy of our customers and is committed to protecting your personal information. This Privacy Policy explains what information we collect, how we use it, how we keep it secure, and your rights regarding your personal information. This policy applies to all websites managed by us. Currently that is <https://www.c2rvservices.com> and <https://www.rally4pnwallies.com>.

1. Information We Collect

We may collect the following types of personal information from you, depending upon the nature of your business with C2 RV Services:

- **Contact Information:** This includes your name, billing address, service address, email address, and phone number. We collect this information when you fill out a form on our website, call us to schedule a service, or text message us with a request.
- **RV Information:** We collect information about your recreational vehicle (RV), including its Vehicle Identification Number (VIN), make, model, year, and any other relevant details you provide that might be helpful for repairs. This information is typically collected during service calls or through website forms.
- **Warranty Information:** If your RV has a warranty, we may collect the name of the warranty company and the agreement/contract number. We only collect this information if it's necessary for processing a warranty claim.
- **Rally Participation Information:** We will collect your expected arrival and departure dates, dietary requirements, shirt sizes, and general demographic information (age range of attendees) and other information you share on the rally registration form.
- **Repair Information:** We may take photos of damage and repairs to your RV. These photos may contain the VIN and other vehicle/appliance data that can be used to identify your RV. We take these photos for the following purposes:
 - **Documentation:** To document before and after conditions, as well as data collected during the repair process.
 - **Warranty Claims:** We may be required by warranty providers to provide some or all of this photo evidence for repair work, especially in the case of recall services.

2. Why We Collect Information

We use the information we collect solely for the following purposes:

- **To provide our mobile RV repair services:** We use your contact information, RV information, warranty information (if applicable), and repair photos for:
 - a. Scheduling appointments
 - b. Diagnosing problems
 - c. Completing repairs
 - d. Processing payments
- **To provide our rally management services:** We use your contact information, RV information, and rally participation information for:
 - a. Assigning RV site location at the rally
 - b. Assuring safe and proper meal options are available to participants
 - c. Providing us with information about the general makeup of rally participants (sorted by general location (city, state, country))
 - d. Enabling the generation of proper size ranges and numbers for potential T-shirt or sweater production.
 - e. Age range information is used exclusively to determine ticket pricing and meal portions for caterers
- **For billing purposes:** We use your contact information and financial data (such as credit card information) to process payments for our services. We do not store your credit card information.
- **To communicate with you:** We may use your contact information to send you appointment confirmations, service updates, invoices, and other important

communications related to your RV repairs. We may also use your email address to send you occasional newsletters or promotions, but only if you opt-in to receive them.

We will not share your personal information with any third parties for marketing purposes without your consent.

3. How We Use and Share Information

We use the information we collect solely for the following purposes:

- **To provide our mobile RV repair services:** We use your contact information, RV information, and warranty information (if applicable) to schedule appointments, diagnose problems, complete repairs, and process payments. We use repair photos for documentation and tracking the repair process.
 - We may post photos of relevant portions of your RV on social media in closed groups, or share directly with other professionals for the purpose of diagnosing or determining optimum repairs to be made.
 - We may also post photos on social media, or use them in educational seminars or other settings in order to illustrate potential problems in recreational vehicle construction or maintenance.
 - *When photos are shared for the above-stated purposes, any personal identifying information is removed (VIN, license plate numbers, non-relevant identification symbols (bumper stickers, etc.)*
- **To provide our rally management services:** We use your contact information, RV information, and rally participation information in order to execute the rally for which you purchased your tickets. We will share your contact information with the rally host site company in order to enable your reservation with that facility. They may use that information to contact you to finalize your reservation.
- **For billing purposes:** We use your contact information and financial data (such as credit card information) to process payments for our services. We do not store your full credit card information.

- **To communicate with you:** We may use your contact information to send you appointment confirmations, service updates, invoices, and other important communications related to your RV repairs. We may also use your email address to send you occasional newsletters or promotions, but only if you opt-in to receive them.

4. Data Retention Policy

We retain your information for as long as it is necessary to fulfill the purposes described above, or as required by law. Here's a breakdown of our data retention policy:

- **Non-financial information:** We will delete your non-financial information (contact information, RV information, repair photos without financial data) if you have not been an active customer for three years, **unless we are required to retain photos for warranty claim purposes.**
- **Financial data:** We may retain your financial data (billing information, invoices, etc.) indefinitely for legal and accounting purposes. However, we will only store the minimum amount of financial data necessary for these purposes.

5. Security Measures

We take reasonable steps to protect your information from unauthorized access, disclosure, alteration, or destruction. We utilize a combination of security measures, including:

- **Secure cloud storage:** We store your information in the secure cloud databases of reputable providers like QuickBooks, Square, Basecamp, and Capsule CRM. These providers have their own security measures in place to protect your information.
- **Secure web hosting and form management:** We use secure web hosting services (Wix) that comply with industry standards for data security. Our website forms are also secure and encrypt your information when submitted.
- **Secure file storage with limited access:** Photos and names are stored in folders on protected drives behind a firewall with industry-standard antivirus software (AVG Security). We limit access to this information to authorized personnel only.

- **Employee training:** We train our employees on the importance of data security and privacy.

6. Your Choices

You have the following rights regarding your personal information:

- **Access:** You have the right to access your personal information that we hold. You can request a copy of your information by contacting us at info@c2rvservices.com.
- **Correction:** You have the right to request that we correct any inaccurate or incomplete personal information we hold about you.
- **Deletion:** You have the right to request that we delete your personal information, subject to certain exceptions. We may not be able to delete your information if it's necessary for us to comply with legal obligations, resolve disputes, or enforce our agreements.
- **Withdrawal of Consent:** If you have consented to receive marketing communications from us, you can withdraw your consent at any time by clicking the "unsubscribe" link at the bottom of our emails or contacting us at info@c2rvservices.com.

To exercise any of your rights, please submit a written request to info@c2rvservices.com. We will respond to your request within a reasonable timeframe.

7. Third-Party Services

We use certain third-party services to help us operate our business and provide our services. These third parties may have access to your personal information in connection with their performance of services for us. We require these third parties to comply with our privacy standards and to protect your information. The third-party services we use include:

- **Cloud storage providers:** QuickBooks, Square, Basecamp, and Capsule CRM (These services store your contact information, RV information, and potentially some repair information)

- **Web hosting and form management services:** Wix (This service may have access to your contact information, RV information, and potentially some repair information collected through forms)
- **Photo storage services:** To facilitate photo gathering, we use DropBox and occasionally Google Drive. (These services may have access to unedited photos.)

8. Updates to this Privacy Policy

We may update this Privacy Policy from time to time. We will post any changes on our website and notify you by email (if you have subscribed to receive them) at least 15 days before the changes take effect.

9. Contact Us

If you have any questions about this Privacy Policy, please contact us at: info@c2rvservices.com