

Chris Bits Repair Privacy Notice

Website: <https://chrisbitsrepair.com>

Effective date: October 22, 2026

Last updated: October 23, 2026

1 Who we are and what this notice covers

Chris Bits Repair LLC, doing business as Chris Bits Repair ("we," "us," or "our"), is based in Taylors, South Carolina. This notice explains how we collect, use, disclose, retain, and protect personal information when you visit our website, contact us, submit a service request, or provide information in connection with an agreed project.

Our work includes industrial electronics and legacy equipment repair, computer and electronic systems, custom technical projects, and historic technology restoration. Information needed for a project depends on the equipment, the requested work, and the scope we agree with you.

This notice describes our information practices. It does not authorize repairs, establish a price or completion date, grant unrestricted access to equipment or files, or replace a separate service agreement, confidentiality agreement, or data-handling agreement. Visiting the website does not, by itself, give consent to optional uses of information. Nothing in this notice limits rights you have under applicable law.

2 Information we collect

Information you provide with an inquiry

The service-request form asks for your name, email address, requested service category, equipment or project description, the problem or desired result, timing preference, city and state or country, and delivery preference. You may also provide a company or organization name, telephone number, budget or spending limit, and other useful details. Restoration inquiries can include preservation goals, equipment history, and preferences about originality.

Required fields are marked on the form. Optional fields can be left blank. We use this information to understand your request and determine an appropriate next step. If essential information is missing, we may need to ask for it before we can assess the request.

The initial website form accepts up to five optional equipment photographs and does not collect payment-card information. Photographs are included as attachments in the service-request email. Please provide a general, nonconfidential description and include only photographs needed to explain your equipment or request.

Information exchanged during a project

If we discuss or accept a project, we may receive correspondence, photographs, manuals, drawings, schematics, software or firmware details, diagnostic logs, equipment identifiers, shipping or collection details, and information about the person authorized to approve the work. We may create assessment notes, estimates, authorizations, repair records, test results, invoices, and records of your instructions or approvals.

Please redact personal information about other people and confidential business details that are not needed for the work. Information in photographs and technical files can include names, faces, addresses, serial numbers, location metadata, account details, and information visible on screens or labels.

Information associated with equipment

Equipment, storage media, and software supplied for service can contain personal files, credentials, configurations, customer or employee records, and proprietary information. Our handling of that information is addressed in Section 8 and in any project-specific agreement.

Technical information about website use

Our hosting and form-service providers receive technical information needed to deliver pages, process requests, and maintain their services. Depending on the service, this can include an IP address, request time, requested page or file, referring page, browser and operating-system information, device type, and security or error information. Our form also identifies the page from which a request is submitted. Sections 4 and 5 explain these services.

3 How we use information

We use information as reasonably necessary to:

- Review inquiries, understand equipment and project requirements, and reply to you.
- Decide whether to request more information, offer an assessment, propose work, suggest a referral, or decline a request.
- Prepare estimates, agree scope and instructions, schedule work, and arrange authorized delivery or collection.
- Carry out agreed diagnostics, repairs, restoration, design, fabrication, or testing and document the results.
- Manage customer communications, invoices, accounting records, and follow-up concerning agreed work.
- Maintain and improve website operation, investigate delivery problems, prevent misuse, and protect information and equipment.
- Meet legal obligations, handle disputes or claims, and keep records necessary to demonstrate what was authorized and performed.
- Carry out a separate optional use you specifically authorize, such as publishing approved project photographs.

We limit collection and use to information relevant to these purposes. We will explain a materially different proposed use and obtain permission where required before making that use.

4 How the service-request form and email work

The website uses **FormSubmit** to process service requests and forward them to **ChrisBitsRepair@gmail.com**. Submitting the form sends its contents to FormSubmit, which processes the request and emails it to our business mailbox. **Google Gmail** processes and stores the resulting email and our email correspondence. Sending us an email directly also involves Gmail and your own email provider.

FormSubmit's published documentation states that it maintains a submission archive for **30 days**. Uploaded photographs are not retained in that archive or available through its archive API. That period applies to FormSubmit's archive; it does not delete the copy delivered to our mailbox or records we keep for an inquiry or project. Our retention practices are described in Section 10.

FormSubmit may use security or spam-prevention measures. Depending on the submission method, you may be directed to a FormSubmit page or asked to complete a Google reCAPTCHA check. The providers may receive technical information and use cookies in connection with those interactions.

Please do not use the initial form or ordinary email to send passwords, recovery codes, private cryptographic keys, Social Security numbers, payment-card details, medical records, or confidential technical files. Contact us first if a project requires sensitive information so that we can agree whether to accept it and how to transfer it.

Provider information is available in [FormSubmit's privacy information](#), [FormSubmit's documentation](#), and the [Google Privacy Policy](#). These provider disclosures supplement our explanation; using outside providers does not remove our own applicable responsibilities.

5 Hosting cookies and website statistics

IONOS hosts chrisbitsrepair.com. Hosting requires processing connection and request information to serve pages, maintain availability, and detect technical or security problems. IONOS may also provide traffic statistics through its built-in SiteAnalytics service, depending on the hosting product and configuration.

IONOS describes SiteAnalytics as using log files or a tracking pixel for statistics and technical optimization, without cookies, and states that it anonymizes visitor IP addresses after transmission. See [IONOS's explanation of SiteAnalytics](#) and its [Web Hosting data-processing information](#).

The website does not use advertising pixels or advertising cookies. Its own page code does not set cookies or store a service-request draft in browser local storage. Hosting protections, FormSubmit pages, and any Google reCAPTCHA interaction may involve cookies or other technical processing under the relevant provider's practices. Your browser may also retain form entries through its own autofill or history features.

You can manage cookies through your browser settings. Blocking some provider cookies or scripts may interfere with a submission or security check. You can contact us by email or telephone if the form does not work for you.

Our website code does not change its behavior in response to the older browser **Do Not Track** signal. We do not use the site to track visitors across other websites for advertising. A **Global Privacy Control** signal is distinct from Do Not Track. We do not sell personal information or share it for cross-context behavioral advertising, as described below; we will honor legally applicable opt-out preference signals if processing subject to those requirements applies.

6 Advertising marketing payments and sale of information

We do not sell or rent personal information, and we do not share it for cross-context behavioral advertising or use it for targeted advertising. We do not provide customer contact lists to others for their own marketing.

The website currently has no advertising, newsletter subscription, or online payment service. Submitting a service request does not subscribe you to promotional messages. We use the contact details you provide to respond to the inquiry and communicate about related work. Any future optional marketing subscription would be presented separately.

If an accepted project requires payment, the payment method and any relevant provider will be identified separately. Please do not enter bank or payment-card credentials in the request form.

7 When information may be disclosed

We disclose information only as reasonably needed for the purposes explained in this notice or as otherwise permitted or required by law. Recipients may include:

- **Providers supporting our operations.** Hosting, form delivery, email, and, where used for an agreed project, file transfer, record storage, accounting, or shipping providers receive information needed for their role. IONOS, FormSubmit, and Gmail are identified above. The providers used for a particular project may depend on its requirements.

- **An approved specialist or subcontractor.** If outside assistance is proposed, we discuss the arrangement and the necessary equipment or information transfer with you before proceeding. We limit disclosed information to the agreed work and require appropriate confidentiality and data-handling commitments. An initial inquiry does not authorize unrestricted distribution of your information to potential contractors.
- **A provider you choose after a referral.** We can give you another provider's contact details without forwarding your inquiry. We obtain your permission before making an introduction that discloses your contact or project information. A provider you engage directly is responsible for its own services and privacy practices.
- **Professional advisers or authorities.** We may disclose necessary information to advisers, insurers, courts, regulators, or other appropriate recipients to obtain professional advice, comply with a legal obligation or valid legal process, address a security incident, protect lawful rights, or resolve a dispute.
- **A business successor.** If the business is reorganized or transferred, relevant records may be disclosed under appropriate confidentiality safeguards and transferred as necessary for continuity, subject to applicable law and the commitments made when the information was collected. We provide additional notice or obtain consent where required.

We do not publish customer inquiries, correspondence, or equipment contents as part of these routine disclosures.

8 Customer equipment files and confidential technical information

We treat customer files and nonpublic technical information as private and limit access to what is reasonably necessary for the agreed work. Diagnostic activity may expose information incidentally, such as a username, file listing, configuration, screen content, or system log. We do not intentionally browse unrelated personal content for curiosity or use it for unrelated purposes.

Before providing equipment, tell us about information that needs special handling. This includes confidential business records, third-party personal information, regulated data, proprietary designs, security credentials, and restrictions on copying, network access, or subcontracting. We will assess whether the requested safeguards are available and agree on arrangements before accepting that information or performing the affected work.

Where practical and consistent with the work, remove unnecessary storage media, sign out of unrelated accounts, remove information that is not needed, and use temporary credentials or a limited-access test account. Do not remove or change evidence needed for diagnosis without discussing it with us. If the device has failed and those steps are not possible, tell us before delivery.

Access to stored content, copying or imaging storage media, transferring files, changing firmware, restoring software, or erasing information must fit the agreed scope. We will obtain additional authorization before a material change to that scope. Temporary working copies are used for the agreed purpose and handled according to Section 10 and any written project instructions.

Please make and verify backups where possible before service. If that is not possible, discuss the condition and recovery priorities with us. Backup, recovery, preservation, and secure erasure are separate tasks that must be expressly agreed; this notice is not a promise that data will be recoverable or a waiver of our legal responsibilities.

If you act for an employer, client, equipment owner, or another person, you must have authority to provide the information and request the relevant access. Tell us about any required confidentiality or data-processing agreement before sending protected information. A website inquiry alone does not establish a nondisclosure agreement or confirm that we can accept every category of sensitive information.

9 Photographs case studies and public project information

We may make private photographs and technical notes reasonably needed to document equipment condition, diagnosis, work, testing, or handover. These records are subject to the same access and retention practices as other project records.

Public use requires separate written permission. Sending us a photograph, describing a project, or requesting service does not give us permission to publish customer work. Before using customer project photographs, identifying details, a testimonial, or a case study in our public portfolio, we agree with you which materials may be used and whether any name or organization may be identified.

Before publication, we review approved materials for visible personal information and confidential details, including screens, labels, serial numbers, credentials, and location metadata, and remove or obscure information outside the permission granted. Declining publicity does not affect whether you may request service.

You can ask us to stop future use of materials previously approved for publication. We will discuss the request and remove material from channels we control as reasonably practicable, subject to any applicable agreement and legal obligations. We cannot guarantee removal of copies already retained by search engines or unrelated third parties.

10 How long information is retained

We keep personal information for the time reasonably necessary for the purpose for which it was collected, taking account of the information's sensitivity, the status of an inquiry or project, legal and accounting obligations, and a need to establish or defend legal claims. We review records and delete, de-identify, or securely dispose of information when it is no longer needed.

- **Unaccepted inquiries and estimates:** retained while we review and respond to the request, conduct relevant follow-up, and address any related issue. Information that is no longer needed for those purposes is eligible for deletion.
- **Accepted project records:** retained as needed to perform the work, document instructions and approvals, support follow-up or agreed warranty obligations, maintain required business records, and address claims. A limited authorization or invoice record may be retained longer than the technical files associated with it.
- **Temporary credentials and working copies:** retained only while needed for the agreed task or an expressly agreed follow-up period. Any longer preservation of recovery images, historic media, or project archives must be addressed in the project arrangements. Customers should change or revoke temporary credentials after service.
- **Security and privacy-request records:** retained as needed to investigate an incident, complete a request, document our response, and meet applicable obligations.
- **Provider records and backups:** subject to the relevant service and its deletion or backup lifecycle. FormSubmit's stated 30-day archive period is separate from our mailbox retention. IONOS's visitor-log schedule depends on the hosting product. Deleting an active record may not immediately remove a restricted backup copy awaiting its normal deletion cycle.

We may retain limited information longer when required by law or necessary for a specific dispute or legal hold. Such retention does not authorize unrelated use. Please ask if a project requires an agreed deletion date or long-term preservation arrangement; we must confirm that arrangement before accepting it.

11 Security and incident response

We use reasonable administrative, technical, and physical safeguards appropriate to the information and work involved. These include limiting access to people who need it for the stated purpose, controlling access to business accounts and equipment, and using appropriate methods to store, transfer, and dispose of records.

No website, email system, storage system, or transmission method can guarantee complete security. Ordinary email and the initial inquiry form are not suitable channels for highly sensitive files or credentials. Please contact us to discuss a suitable arrangement before providing them.

If we become aware of an incident affecting information in our care, we investigate, take appropriate containment and corrective steps, and provide notices to affected people, customers whose data we handle, regulators, or other parties when required by applicable law or an applicable agreement. This notice does not replace any legally required breach notification or reduce its timing requirements.

12 Your choices and privacy requests

You may choose not to provide optional information, contact us without using the website form, ask us to correct inaccurate information, or ask us to delete information we no longer need. You may also ask what personal information we hold about you and how it is used or disclosed.

Depending on your location and the laws that apply to our processing, you may have additional rights to access or obtain a copy of information, correct it, request deletion, restrict or object to processing, withdraw consent for a consent-based use, or opt out of particular uses. Where applicable, these can include rights concerning sale, targeted advertising, and certain profiling, as well as a right to appeal a decision or complain to a regulator. We do not use automated profiling to make decisions producing legal or similarly significant effects about you.

To make a request, email **ChrisBitsRepair@gmail.com**, preferably with the subject **Privacy Request**, or call **+1 (864) 263-9896**. Explain the request and provide enough information for us to find the relevant records. Do not send passwords or copies of identification documents unless we explain why verification requires additional information and arrange an appropriate method.

We may take reasonable steps to verify your identity and, if someone acts for you, their authority. We will limit verification information to what is proportionate to the request. If information belongs to an organization's records that we process on its instructions, we may need to coordinate with that organization or direct you to it.

We respond within the period required by applicable law and otherwise within a reasonable period. If we cannot fully honor a request, we explain the reason where permitted. Exceptions can include information needed to complete authorized work, meet a legal obligation, protect another person's rights, or address a specific claim. You may ask for review of our decision by contacting the same address with the subject **Privacy Appeal**; statutory appeal and complaint rights remain available where applicable.

We do not penalize people for exercising applicable privacy rights. If a requested deletion or restriction makes the service impracticable, we explain the effect and discuss available options. Withdrawing consent applies to future consent-based use and does not undo earlier lawful processing or eliminate records we must lawfully retain.

13 Children and service requests

The website is intended for a general business audience and is not directed to children under 13. We do not knowingly collect personal information online from children under 13. A parent or guardian who believes a child has provided information should contact us so we can investigate and take appropriate steps, including deletion where required.

Service requests and project authorizations should be made by an adult or an authorized organizational representative. A parent or guardian should contact us on behalf of a minor who needs assistance.

14 Location of processing

We operate in the United States. Information may be processed in the United States and in other countries where the providers involved in an inquiry or project operate. Privacy laws and available protections can differ by location.

If a project requires restrictions on processing locations, cross-border transfers, or access by providers, discuss those requirements with us before sending information. We will assess whether we can meet them. We comply with legally applicable transfer requirements; using the website does not waive mandatory privacy protections or substitute for a transfer mechanism required by law.

15 Links and outside services

The website may link to provider information, technical references, or other websites. When you follow a link, the receiving website's practices apply to its processing. Linking to another website does not mean that we control its operation or have adopted its privacy policy as our own. Our responsibilities for information we disclose remain subject to this notice and applicable law.

16 Changes to this notice

We may update this notice when our services, providers, practices, or legal obligations change. We post the revised notice on this page and update the dates above. For material changes, we also provide a prominent website notice or other appropriate notification, and obtain consent when required before a new use begins.

We will not use an update alone to retroactively authorize a materially different use that conflicts with the commitments made when information was collected. Any additional notice, consent, or other legal requirement will be addressed as applicable.

17 Contact us

Chris Bits Repair LLC

Taylors, South Carolina, United States

Website: <https://chrisbitsrepair.com>

Email: ChrisBitsRepair@gmail.com

Telephone: +1 (864) 263-9896

For privacy questions or requests, use the contact details above. Please wait for acceptance and delivery instructions before shipping equipment.

Chris Bits Repair Service Request Acknowledgment

Website form notice

We use the details you provide to review your request, reply to you, and discuss possible work. Your request is processed through FormSubmit and delivered to our Gmail business mailbox. Please send only a general, nonconfidential description. Do not include passwords, payment details, personal records, or sensitive technical files. Our **Privacy Notice** explains how information is handled and how to contact us about it.

Submitting this form begins a review. Any assessment, work, price, schedule, equipment delivery, or access to stored data must be agreed separately.

Form acknowledgment

I have read the Privacy Notice and ask Chris Bits Repair to review and respond to this request. I confirm that I am authorized to provide the information submitted. I understand that submitting a request does not authorize work or establish an obligation to accept the project.

Service request agreement

By selecting the acknowledgment and submitting this request:

1. I ask Chris Bits Repair to use the information I provide to assess the inquiry and contact me about it, as described in the Privacy Notice.
2. I confirm that I am authorized to share the submitted information and have removed personal information and confidential details that are not needed for initial review.
3. I understand that the form is processed by FormSubmit and delivered to a Gmail mailbox, and that sensitive files or credentials require a separately agreed transfer method.
4. I understand that any paid assessment or other work requires separate agreement on scope and terms. Submission alone does not authorize device access, copying, erasure, repair, or shipment.
5. I understand that customer photographs, identifying information, testimonials, and case studies require separate written permission before public use.
6. I understand that this acknowledgment does not enroll me in marketing, waive privacy rights, or create a general consent to optional uses of my information.

Optional project publication permission

Use this only after selecting and reviewing the actual material with the customer. It is not part of the required initial service-request acknowledgment.

Project or reference: _____

Materials approved (identify exact images, text, or files and their version or date):

Permitted publication: The Chris Bits Repair business portfolio at chrisbitsrepair.com

Attribution approved (no customer identification, or the exact approved name or organization):

Details to remove or obscure (list redactions or write None):

I confirm that I have authority to authorize use of the materials listed above. I give Chris Bits Repair nonexclusive permission to reproduce and display those materials for the stated business-portfolio purpose, with the attribution and redactions recorded above. This permission does not transfer ownership of the materials or permit disclosure of other customer information. Any use on another website, social platform, or unrelated project requires separate permission.

This permission is optional and is not a condition of service. I may withdraw permission for future use by emailing ChrisBitsRepair@gmail.com. Chris Bits Repair will stop new use and remove the materials from channels it controls as reasonably practicable, subject to any legal obligation to retain a private record. Withdrawal does not undo earlier authorized publication, and removal from search-engine caches or unrelated third-party copies cannot be guaranteed.

Customer or authorized representative (name and role):

Approval record (signature or recorded written approval):

Date of customer approval: _____