

Privacy Policy – FREDERICREPAIR

Effective Date: January 8, 2026

FREDERICREPAIR ("we", "our", "us") operates <https://www.fredericrepair.ca> and provides IT services including computer repair, network setup, security camera installation, website services, and technology seniors tech services Ottawa, Canada.

1. Information We Collect

We may collect the following information:

- Personal Information: name, email address, phone number, billing address
- Service Information: device details, service requests, support tickets
- Payment Information: processed securely via Credit cards/ Debit cards (we do not store card details)
- Technical Data: IP address, browser type, pages visited (via Google Analytics)

2. How We Use Your Information

We use your information to:

- Provide and manage our services
- Process payments and bookings
- Communicate with you about appointments and support
- Improve our website and customer experience
- Comply with legal obligations under Canadian law (PIPEDA)

3. Cookies

We use cookies to enhance website functionality, analyze traffic, and improve performance. You may disable cookies in your browser settings.

4. Sharing Your Information

We do not sell your personal data. We may share information with trusted third parties only when necessary (payment processors, hosting providers, analytics tools).

5. Data Security

We implement reasonable technical and organizational measures to protect your data against unauthorized access, loss, or misuse.

6. Your Rights (Canada – PIPEDA)

You have the right to:

- Access your personal information
- Request corrections
- Withdraw consent
- Request deletion where legally permitted

To exercise your rights, contact us at info@fredericrepair.ca.

7. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for their privacy practices.

8. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page.

9. Contact Us

FREDERICREPAIR Ottawa, Ontario, Canada Email: info@fredericrepair.ca Phone: 613-301-1632

Terms of Service – FREDERICREPAIR

1. Acceptance of Terms

By using our website or services, you agree to these Terms of Service.

2. Services

We provide IT-related services including repair, installation, maintenance, and consulting. Service details and pricing are provided before work begins.

3. Appointments & Payments

- Appointments may be booked online or by email
- Payments are due upon completion unless otherwise agreed
- Online payments are processed securely

4. Cancellations & Refunds

- Cancellations must be made at least 24 hours in advance

- Refunds are evaluated case by case depending on services rendered

5. Client Responsibilities

Clients must provide accurate information and ensure access to equipment and locations as required for service delivery.

6. Limitation of Liability

FREDERICREPAIR is not liable for indirect or consequential damages. Our liability is limited to the amount paid for the service.

7. Warranty Disclaimer

Services are provided "as is" unless otherwise stated in writing.

8. Governing Law

These terms are governed by the laws of Ontario and Canada.

9. Contact

For questions regarding these terms, contact info@fredericrepair.ca.