



MASTER MOBILE MECHANICAL SERVICE

2850 Highway 11 N, North Bay, ON P1B 8G3

Shop: (705) 494-0205

Roadside Service: (705) 491-1848

Office: (705) 358-9909

Office@mastermobilemechanical.com



Privacy Policy

Effective Date: July 30, 2023

Master Mobile Mechanical Service LTD. ("Master Mobile Mechanical", "we", "our", or "us") is committed to protecting the privacy and security of the personal information entrusted to us by our customers, employees, job applicants, suppliers, and website visitors.

This Privacy Policy explains how we collect, use, disclose, store, and protect your personal information when you use our website or our services.

Information We Collect

Depending on how you interact with us, we may collect:

Contact Information

- Name
- Company name
- Mailing address
- Email address
- Telephone number

Vehicle & Service Information

- Vehicle identification number (VIN)
- Make, model, and year
- License plate information
- Service history
- Fleet information
- Repair requests
- Billing Information
- Purchase orders
- Billing address
- Payment information
- Transaction history

How We Use Your Information

We use personal information to:

- Provide heavy truck and trailer repair services
- Schedule appointments and roadside service
- Prepare estimates and invoices
- Process payments
- Communicate regarding repairs and service updates
- Respond to inquiries
- Improve our website and customer experience
- Meet legal and regulatory obligations
- Maintain business records
- Protect against fraud and unauthorized activity
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Website Information

When you visit our website, we may automatically collect:

- IP address
- Browser type
- Device information
- Pages visited
- Date and time of your visit
- Cookies and similar technologies



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Cookies

Our website may use cookies to improve your browsing experience, analyze website traffic, and enhance website functionality.

You may disable cookies through your browser settings; however, some website features may not function properly.

How We Protect Your Information

We use reasonable administrative, technical, and physical safeguards designed to protect personal information against unauthorized access, disclosure, alteration, or destruction.

While no method of electronic storage or internet transmission is completely secure, we continually work to protect your information using industry-accepted practices.

Disclosure of Personal Information

We do not sell or rent your personal information.

We may share information only when necessary, including:

- Payment processors
- Parts suppliers when required to fulfill orders
- IT and website service providers
- Professional advisors
- Insurance providers
- Government or law enforcement agencies where required by law

These organizations are required to safeguard your information and use it only for authorized purposes.

Retention of Information

We retain personal information only as long as necessary to:

- Provide our services
- Meet legal, tax, accounting, and regulatory requirements
- Resolve disputes
- Enforce our agreements

When information is no longer required, it is securely destroyed or anonymized.

Contact Us

If you have questions about this Privacy Policy or our privacy practices, please contact:

Master Mobile Mechanical Service LTD.

2850 Highway 11 North

North Bay, Ontario, Canada

Phone: (705) 476-1555

Email: info@mastermobilemechanical.ca

We will respond to privacy-related inquiries as promptly as reasonably possible.

Your Privacy Rights

Subject to applicable law, you may request to:

- Access your personal information
- Correct inaccurate information
- Withdraw consent where applicable
- Request information about how your data has been used

Requests may require verification of identity before processing.

Third-Party Websites

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

Children's Privacy

Our services are intended for businesses and adults. We do not knowingly collect personal information from children under the age of 13.

Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated Effective Date.