MES LLC Privacy Policy

Privacy Policy
Last Updated: 10.31.2024

Meridian Electronic Services LLC ("we," "us," or "our") is committed to protecting your privacy. This Privacy Policy describes how we collect, use, and share your personal information when you engage with our services, including appliance and TV repair and maintenance. By using our services, you agree to the practices outlined in this Privacy Policy.

1. Information We Collect

Personal Information:

We collect information that can identify you as an individual, such as:
• Name
• Address
• Contact details (phone number, email address)
• Billing information (for invoicing purposes)

Device Information:
When servicing a device or appliance, we may record model numbers, serial numbers, and other specifications to diagnose, repair, and track your service request.

Usage Data:
We may collect information on how you interact with our website (if applicable) and services, including browsing activity, IP address, and other usage metrics, to improve the user experience and our service offerings.

2. How We Use Your Information

We use your information for the following purposes:

• **Service Provision**: To provide requested repairs, maintenance, and service notifications.
• **Customer Support**: To respond to inquiries, address service requests, and provide updates about your service status.
• **Billing & Invoicing**: To process payments and send invoices.
• **Internal Analytics**: To enhance our services, improve efficiency, and understand customer needs.
• **Legal Compliance**: To comply with applicable laws, regulations, and contractual obligations.

3. Sharing Your Information
We do not sell or rent your personal (opt-in) information to third parties. We may share your information with:

• **Service Providers**: Third-party vendors who help us provide services (e.g., billing processors, customer support providers) under strict confidentiality agreements.
• **Legal and Regulatory Entities**: When required by law or to protect our rights, safety, or property.

4. Data Security
We use reasonable security measures to protect your information from unauthorized access, loss, misuse, or alteration. However, no method of transmission or storage is 100% secure, and we cannot guarantee absolute security.

5. Data Retention
We retain your personal information only as long as necessary to fulfill the purposes outlined in this Privacy Policy or as required by law.

6. Your Rights and Choices
Depending on your jurisdiction, you may have the right to access, correct, delete, or restrict our use of your personal information. To exercise these rights, please contact us at [contact information].

7. Changes to This Privacy Policy
We may update this Privacy Policy periodically. When we make changes, we will update the "Last Updated" date at the top of this page. Continued use of our services indicates your acceptance of any changes.

8. Contact Us
If you have questions or concerns about this Privacy Policy or our data practices, please contact us at:

Meridian Electronic Services LLC
Address: PO Box 8452, Meridian, MS 39303
Email: technicalsupport@mes-meridian.com
Telephone: 601.483.9601