

Privacy Policy - Hofer's Mobile Mechanics LLC

PRIVACY POLICY

Last Updated:1/28/2026

Hofer's Mobile Mechanics LLC

www.hofersmobilemechanics.com

1. INTRODUCTION

Hofer's Mobile Mechanics LLC ("we", "our", or "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your information when you visit our website, request service, communicate with us, or use our 2-way texting features. By using our website or contacting us, you agree to this Privacy Policy.

2. INFORMATION WE COLLECT

2.1 Information You Provide Directly:

- * Name
- * Phone number
- * Email address
- * Vehicle information
- * Service requests
- * Photos or videos you send us
- * Payment information (stored securely by our payment processor)

2.2 Automatically Collected Information:

- * IP address
- * Browser type
- * Device information
- * Pages visited
- * Cookies and analytics data

2.3 Text Messaging Information:

- * Phone number
- * Message content
- * Delivery status
- * Timestamps

3. HOW WE USE YOUR INFORMATION

We use your information to:

- * Provide mobile mechanic and key services
- * Send estimates, invoices, and service updates
- * Communicate about approvals and diagnostics
- * Process payments for parts and services
- * Improve our website and customer experience
- * Maintain service records and documentation
- * Comply with legal and regulatory requirements

We do NOT sell your information.

4. SMS AND TEXT MESSAGING POLICY (TCPA AND CTIA COMPLIANT)

By contacting Hofer's Mobile Mechanics LLC, you consent to receive SMS messages related to:

- * Estimates
- * Approvals
- * Service updates
- * Scheduling
- * Invoices
- * Follow-up communication

Message and data rates may apply. Reply STOP to opt out. Reply HELP for assistance. We do not send marketing texts without explicit opt-in.

5. PAYMENT INFORMATION

We may store a payment method on file for parts purchases, deposits, or immediate-pay items. Payment information is stored securely by our payment processor and never on our servers.

6. HOW WE PROTECT YOUR INFORMATION

We use industry-standard safeguards including:

- * SSL encryption
- * Secure payment processing
- * Access controls
- * Encrypted communication channels
- * Data minimization practices

7. SHARING YOUR INFORMATION

We may share your information only with:

- * ALLDATA Shop Manager Pro (for estimates, invoices, documentation)
- * Payment processors (for secure transactions)

* Service partners assisting with repairs (only when necessary)

* Legal authorities if required by law

We never sell or rent your information.

8. COOKIES AND ANALYTICS

Our website may use cookies and analytics tools to improve performance and user experience. You may disable cookies in your browser settings.

9. YOUR RIGHTS

You may request:

* A copy of your information

* Correction of inaccurate information

* Deletion of your information (unless required for legal or service records)

* Opt-out of SMS communication

Contact: hofersmobilemechanics@outlook.com or 361-717-4703

10. CHILDREN'S PRIVACY

We do not knowingly collect information from children under 13.

11. UPDATES TO THIS POLICY

We may update this Privacy Policy periodically. Updates will be posted on this page with a new "Last Updated" date.

12. CONTACT INFORMATION

Hofer's Mobile Mechanics LLC

www.hofersmobilemechanics.com

Email: hofersmobilemechanics@outlook.com

Phone: 361-717-4703

TEXTING CONSENT POLICY (ADDITIONAL SECTION)

By providing your phone number to Hofer's Mobile Mechanics LLC, you agree to receive SMS messages for service-related communication. These messages may include estimates, approvals, scheduling updates, repair status, invoices, and follow-up communication. Message frequency varies. Message and data rates may apply. You may opt out at any time by replying STOP. For help, reply HELP. Your phone number will not be sold or shared with third-party marketers.