

Terms of Use & Privacy Policy

Mike's Auto Service & Repair

TERMS OF USE & SITE PRIVACY POLICY

At our website, the privacy of our visitors is of extreme importance to us. This privacy policy document outlines the types of personal information that is received and collected by our website and how it is used. If you require any more information or have any questions about our privacy policy, please feel free to contact us by email at the address found on our site.

We recognize the importance of protecting your privacy and our policy is designed to assist you in understanding how we collect, use and safeguard the personal information you provide to us and to assist you in making informed decisions when using our site. This policy will be continuously assessed against new technologies, business practices and our customers' needs.

What Information Do We Collect?

When you visit this web site you may provide us with two types of information: personal information you knowingly choose to disclose that is collected on an individual basis and Web site use information collected on an aggregate basis as you and others browse our Web site.

Personal Information You Choose to Provide

Registration Information:

When you register for any of our services or newsletters you will provide us information about yourself.

This May Include

If you choose to avail of our services, you are voluntarily providing personal information about you. For example, you **may** need to provide the following information:

- Name
- Mailing address
- Email address
- Business and or home phone number

Email Information

If you choose to correspond with us through email, we may retain the content of your email messages together with your email address and our responses. We provide the

same protections for these electronic communications that we employ in the maintenance of information received by mail and telephone.

Web Site Use Information

Similar to other commercial Web sites, our Web site utilizes a standard technology called "cookies" (see explanation below, "What Are Cookies?") and web server log files to collect information about how our Web site is used. Information gathered through cookies and Web server logs may include the date and time of visits, the pages viewed, time spent at our Web site, and the Web sites visited just before and just after our Web site.

How Do We Use the Information That You Provide to Us?

Broadly speaking, we use personal information for purposes of administering our business activities, providing the products and services you requested, to monitor the use of the service, our marketing and promotional efforts and improve our content and service offerings, and customize our site's content, layout, services and for other lawful purposes. These uses improve our site and better tailor it to meet your needs.

Furthermore, such information may be shared with others in our organization on an aggregate basis. Personally identifiable information or business information will not be shared with parties except as required by law.

Occasionally, we may also use the information we collect to notify you about important changes to our Website, new services, and special offers we think you will find valuable. You may notify us at any time if you do not wish to receive these offers by emailing us at the link provided on the website.

What Are Cookies?

A cookie is a very small text document, which often includes an anonymous unique identifier. When you visit a Web site, that site's computer asks your computer for permission to store this file in a part of your hard drive specifically designated for cookies. Each Web site can send its own cookie to your browser if your browser's preferences allow it, but (to protect your privacy) your browser only permits a Web site to access the cookies it has already sent to you, not the cookies sent to you by other sites. Browsers are usually set to accept cookies. However, if you would prefer not to receive cookies, you may alter the configuration of your browser to refuse cookies. If you choose to have your browser refuse cookies, it is possible that some areas of our site will not function as effectively when viewed by the users. A cookie cannot retrieve any other data from your hard drive or pass on computer viruses.

How Do We Use Information We Collect from Cookies?

As you visit and browse our Web site, the site uses cookies to differentiate you from other users. Cookies, in conjunction with our Web server's log files, allow us to calculate the aggregate number of people visiting our Web site and which parts of the site are most popular. This helps us gather feedback to constantly improve our web site and better serve our clients. Cookies or web beacons do not allow us to gather any personal information about you and we do not intentionally store any personal information that your browser provided to us in your cookies. The ONLY cookies used on our website are Google Analytics. We also use JavaScript on our website to allow your browser to see areas on our website. These are harmless scripts! One for example is for showing the date on our website. This uses JavaScript.

Our website does contain links to other companies or businesses. These third-party companies may use technology on their website once you use a link that appears on our site. They may automatically receive your IP address when this occurs. Other technologies (such as cookies, JavaScript, or Web Beacons) may also be used by the third-party networks to measure the effectiveness of their website and / or to personalize the advertising content that you see. We have no access to or control over these cookies that are used by third-party websites!

IP Addresses

IP addresses are used by your computer every time you are connected to the Internet. Your IP address is a number that is used by computers on the network to identify your computer. IP addresses are automatically collected by our web server as part of demographic and profile data known as traffic data so that data (such as the Web pages you request) can be seen by us.

Sharing and Selling Information

We do not share, sell, lend or lease any of the information that uniquely identify a user of our website (such as email addresses or personal details) with anyone except to the extent it is necessary to process transactions or provide services that you have requested.

How Can You Correct Your Information?

You may request to correct all your personally identifiable information that we collect online and maintain in our database by emailing us at the usual address.

What About Legally Compelled Disclosure of Information?

We may disclose information when legally compelled to do so, in other words, when we, in good faith, believe that the law requires it or for the protection of our legal rights. We may also disclose account information when we have reason to believe that disclosing

this information is necessary to identify, contact or bring legal action against someone who may be violating our Terms of Use and or to protect the safety of our users and the Public.

What About Other Web Sites Linked to Our Web Site?

We are not responsible for the practices employed by Web sites linked to or from our Web site or the information or content contained therein. Often links to other Web sites are provided solely as pointers to information on topics that may be useful to the users of our Web site.

Please remember that when you use a link to go from our Website, to another web site, our Privacy Policy is no longer in effect. Your browsing and interaction on any other web site, including web sites, which have a link on our Website, is subject to that Web site's own rules and policies. Please read over those rules and policies before proceeding.

Your Consent

By using our Web site you consent to our collection and use of your personal information as described in this Privacy Policy. We reserve the right to amend this privacy policy at any time with or without notice.

Our Commitment To Data Security:

Please note that your information will be stored and processed on our computers in the United States. The laws on holding personal data in the United States may be less stringent than the laws of your Country of residence or citizenship. To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online as securely as our web servers allow.

Choice/Opt-In/Opt-Out

This site allows visitors to unsubscribe so that they will not receive future messages. After unsubscribing we will discontinue sending the particular messages as soon as technically feasible. To do so, simply email us using the contact form or email address on our website and note that you would like to be removed from our database.

Surveys & Contests

From time-to-time our site requests information from users via surveys or contests. Participation in these surveys or contests is completely voluntary and the user therefore has a choice whether or not to disclose this information. Information requested may include contact information (such as name and shipping address), and demographic information (such as zip code, age level). Contact information will be used to notify the

winners and award prizes. Survey information will be used for purposes of monitoring or improving the use and satisfaction of this site.

A Special Note About Children

Children are not eligible to use our services unsupervised and we ask that children (under the age of 14) do not submit any personal information to us. If you are a minor, you can use this service only in conjunction with permission and guidance from your parents or guardians.

Acquisition or Changes in Ownership

In the event that the web site (or a substantial portion of its assets) is acquired, your information would be considered part of those assets, and may be part of those assets that are transferred.

Policy Modifications

We may change this Privacy Policy from time to time. If/when changes are made to this privacy policy, we will email users who have given us permission to do so. We will post any changes here, so be sure to check back periodically. However, please be assured that if the Privacy Policy changes in the future, we will not use the personal information you have submitted to us under this Privacy Policy in a manner that is materially inconsistent with this Privacy Policy, without your prior consent.

Disclaimer

The registrant of this domain may or may not have a relationship with third party advertisers that may appear on this website. Reference to or the appearance of any particular service or trade mark, in most cases, is not controlled by registrant and does not constitute or imply its association, endorsement or recommendation. Please email the webmaster of this site or contact us with other questions or concerns. To contact the webmaster, please use the "Contact Us" form on our website and in the dropdown box check webmaster!

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Domain Information

Mike's Auto Service & Repair owns and operates two (2) website domains. Mikesautoservicerepair.com & Mikesautoservicerepair.net.

Security

Because this site does not encrypt incoming e-mail, you should not send information that you consider highly sensitive through this Web site. We use standard security measures to ensure that personally identifiable information sent via email is not lost, misused, altered, or unintentionally destroyed. We also use software programs to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage. Except for authorized law enforcement investigations, no attempts are made to identify individual users of the email submission feature of our website or their usage habits.

No warranty, endorsement & limitation of liability

Mike's Auto Service & Repair makes no warranty that the materials contained within its website are free from copyright claims, or other restrictions or limitations on free use or display. Mike's Auto Service & Repair disclaims any liability for the improper or incorrect use of information obtained from Mike's Auto Service & Repair website(s).

Indemnification

Customers and visitors to this website agree to indemnify and hold Mike's Auto Service & Repair, its parents, subsidiaries, affiliates, officers and employees and web design company, harmless from any claim or demand, including reasonable attorneys' fees and costs, made by any third party due to or arising out of Customer/Visitors use of the Service/Product, the violation of this Agreement, or infringement by Customer/Visitor, or other user of the Service/Product using Customers/Visitors computer, of any intellectual property or any other right of any person or entity.

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Governing Jurisdiction of the Courts Massachusetts

Our website is operated by and provided in the State of Massachusetts. As such, we are subject to the laws of the State of Massachusetts, and such laws will govern this Terms of Use, without giving effect to any choice of law rules. We make no representation that our website or other services/products are appropriate, legal or available for use in other locations. Accordingly, if you choose to access our site you agree to do so subject to the internal laws of the State of Massachusetts.

Modifications and Interruption to Service

Mike's Auto Service & Repair reserves the right to modify or discontinue the Service/Product with or without notice to the Customer/Visitor. Mike's Auto Service & Repair shall not be liable to Customer/Visitor or any third party should Mike's Auto Service & Repair exercise its right to modify or discontinue the Service/Product. Customer/Visitor acknowledges and accepts that Mike's Auto Service & Repair will take all available precautions to prevent this but does not guarantee continuous, uninterrupted or secure access to our website and operation of our website may be interfered with or adversely affected by numerous factors or circumstances outside of our control.

Accessibility Statement

Mike's Auto Service & Repair is committed to achieving meaningful accessibility to this online environment for all users, including users with disabilities. We follow specific standards designed to meet the needs of citizens with disabilities. Mike's Auto Service & Repair standards are generally based on standards used by the Federal government for technology accessibility for people with disabilities, and web content accessibility guidelines developed by the World Wide Web Consortium (W3C) and every attempt has been made to comply however we cannot definitively state that ALL criteria has been met. We will strive with our commitment to adhere as closely as possible to these standards set above. For more information about the Federal standards, please visit the Section 508 web site (<http://www.section508.gov>) or the Federal Access Board web site (<http://www.access-board.gov>). For more information about the W3C guidelines, please visit their web site (<http://www.w3.org/TR/WAI-WEBCONTENT>). Mike's Auto Service & Repair web site regularly tests its website using leading web accessibility technologies and reviewed by users and the webmaster to verify that this web site is compliant with applicable standards. This is an ongoing challenge and may take time and your input to make this website 100% compliant.

Thank you for visiting the website of Mike's Auto Service & Repair We hope that Mike's Auto Service & Repair has made your dealings with our website easier and more efficient.

If you believe that any material on this Web site infringes upon any copyright which you own or control, or that any link on this Web site directs users to another Web site that contains material that infringes upon any copyright which you own or control, you may file a notification of such infringement with our Designated Agent as set forth below.

Notifications of claimed copyright infringement must be sent to Mike's Auto Service & Repair's Designated Agent for notice of claims of copyright infringement. Our

Designated Agent is our webmaster and he can be reached through our online "Contact Us" form or by mailing a notice in care of the webmaster to Mike's Auto Service & Repair.

About Portable Document Format (PDF)

Some documents on this web site are produced in Portable Document Format (PDF). Efforts are currently underway to ensure that all files are produced using the latest version of Acrobat (file conversion software for PDFs), which is the most accessible technology currently available for these types of files. In order to improve viewing of these files, please download the latest version of Adobe Reader TM, which is available for free at the Adobe web site (<http://www.adobe.com>) or on our website.

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