



———— PC Repair • Sales • Service ————

Privacy Policy

Last updated: 21 July 2026

Privacy Policy for Summer Valley PCs

Summer Valley PCs is committed to protecting your privacy and handling your personal information responsibly.

This Privacy Policy explains what information we collect, why we collect it, how we use it, and your rights under UK data protection law.

Who We Are

Summer Valley PCs is an independent computer repair business based in Swansea, providing computer and laptop repairs, upgrades, virus removal, scam recovery, data recovery and technical support.

If you have any questions about this Privacy Policy or how your information is handled, please contact:

Summer Valley PCs

32 Aberdyberthi Street
Hafod
Swansea
SA1 2LL

Email: adrian@summervalleypcs.co.uk

Website: www.summervalleypcs.co.uk

What Information We Collect

Depending on the service you request, we may collect:

- Your name
- Telephone number



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- Email address
- Home address (for home visits)
- Details about your computer or device
- Information you provide when contacting us
- Information required to complete repairs or technical support

If you contact us through our website, we only collect the information you choose to provide.

How We Use Your Information

We use your information to:

- Respond to enquiries
- Arrange repairs or appointments
- Carry out computer repair services
- Contact you regarding your repair
- Prepare quotations or invoices
- Provide customer support
- Meet our legal and accounting obligations

We do not sell or rent your personal information to third parties.

Computer Repairs and Your Personal Data

When repairing a computer or laptop, we may temporarily have access to files stored on your device.

Your privacy is important to us.

We will only access personal files where necessary to diagnose or complete the repair you have requested.



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Any information viewed during the repair process is treated as strictly confidential.

We do not copy, share or use your personal files unless:

- you have specifically asked us to recover or transfer data;
- it is necessary to complete the repair; or
- we are legally required to do so.

Passwords

Where passwords are required to complete a repair, they will only be used for that purpose.

Passwords supplied to us are not retained longer than necessary and are handled confidentially.

Data Backup

Customers are responsible for ensuring important files are backed up before any repair is carried out.

Although every reasonable care is taken when working on your device, Summer Valley PCs cannot guarantee against data loss caused by existing hardware faults or unforeseen equipment failure.

If required, we can advise on suitable backup solutions before repairs begin.

How Long We Keep Information

We only keep personal information for as long as necessary to:

- complete the requested work;
- provide after-sales support;
- meet legal or tax requirements; or



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- resolve any disputes relating to our services.

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

Website Cookies

Our website uses cookies to help it function correctly and to improve your browsing experience.

Cookies may be used to:

- remember your preferences;
- monitor website performance;
- improve website functionality; and
- understand how visitors use the website.

You can control or disable cookies through your web browser settings.

Third-Party Services

Our website may use trusted third-party services provided through the Wix platform or other providers, such as analytics, maps or spam protection.

These services may collect limited technical information, including IP addresses or browser information, to help keep the website secure and functioning correctly.

Your Rights

Under UK data protection law, you have the right to:

- request access to the personal information we hold about you;
- request correction of inaccurate information;
- request deletion of your personal information where appropriate;
- object to certain types of processing;



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- request restriction of processing in certain circumstances; and
- lodge a complaint with the Information Commissioner's Office (ICO).

Security

We take reasonable technical and organisational measures to protect personal information against unauthorised access, loss or misuse.

However, no method of storing or transmitting information electronically can ever be completely secure.

Links to Other Websites

Our website may contain links to other websites.

We are not responsible for the privacy practices or content of external websites and recommend reviewing their own privacy policies.

Changes to This Privacy Policy

This Privacy Policy may be updated from time to time.

Any changes will be published on this page together with the revised update date.

Contact Us

If you have any questions regarding this Privacy Policy or how your personal information is handled, please contact:

Summer Valley PCs

Email: adrian@summervalleypcs.co.uk

Website: www.summervalleypcs.co.uk