

Privacy Policy — On-Site Mobile RV Repair

Oct 22, 2026 · @Robert Leal

1. Who We Are

This Privacy Policy explains how On-Site Mobile RV Repair LLC ("we," "us," or "our") collects, uses, and protects your information when you visit on-site-rv.com, book a service, or contact us by phone, text, or email.

We are a small, veteran-owned mobile RV repair business. We collect only what we need to schedule and complete your repair, get paid, and keep in touch about your service. **We do not sell your personal information.**

Effective date: October 19, 2026

2. Information We Collect

Information you give us

- **Contact details:** name, phone number, email address
- **Service location:** the address or site where your RV is parked (home, RV park, storage facility, marina)
- **RV details:** make, model, year, VIN, and the systems or problems involved
- **Job records:** photos of the work, diagnosis notes, estimates, invoices, and warranty or insurance paperwork you ask us to prepare
- **Messages:** anything you send us by phone, text, email, website forms, or chat
- **Reviews and feedback** you choose to share

Payment information. Card payments are handled by our payment processors (such as Square, Stripe, and Wix Payments). They collect your card details directly; we do not store full card numbers.

Information collected automatically on our website

- Device and browser type, IP address, and general location (city or region)
- Pages you visit, links you click, how you arrived at our site, and time on page
- Cookies and similar technologies (see Section 4)

3. How We Use and Share Your Information

We use your information to:

- Schedule appointments, travel to your RV, and perform the work
- Send estimates, invoices, receipts, and appointment reminders
- Process payments and handle refunds or disputes
- Prepare documentation for your extended warranty or insurance claim
- Answer questions and follow up on our work and warranty
- Improve our website and services, and understand which pages and ads are useful
- Meet legal, tax, and accounting obligations

We share information only with:

- **Service providers** who help us run the business, such as our website and booking platform (Wix), payment processors (Square, Stripe), email and calendar (Google Workspace), and analytics tools (Google Analytics, Google Tag Manager). They may use your information only to provide services to us.
- **Parts suppliers and manufacturers**, when needed to order parts or process a parts warranty (for example, your RV's model or serial numbers).
- **Your warranty company or insurer**, only when you ask us to help with a claim.
- **Professional advisors** such as our accountant or attorney, and **authorities** when required by law.
- A buyer or successor, if the business is ever sold or transferred.

We do not sell or rent your personal information, and we do not share it with third parties for their own marketing.

4. Cookies, Analytics and Messages

Cookies. Our website uses cookies to keep the site working (such as booking and checkout), remember your preferences, and measure traffic. You can accept or decline non-essential cookies through the cookie banner, and you can block or delete cookies in your browser settings. Some site features may not work without them.

Analytics. We use Google Analytics and Google Tag Manager to understand how visitors use our site. Google may collect information about your visit under its own privacy policy. You can opt out with the [Google Analytics Opt-out Browser Add-on](#).

Do Not Track. Our site does not currently respond to browser "Do Not Track" signals.

Texts and emails. If you give us your phone number or email, we may contact you about your appointment, estimate, invoice, or service follow-up. We will send promotional messages only if you opt in, and you can opt out at any time by replying STOP to a text, clicking unsubscribe in an email, or asking us directly. Message and data rates may apply.

5. Retention, Security and Children

How long we keep it. We keep job records, invoices, and payment records for as long as needed to honor our workmanship warranty and meet tax and legal requirements, generally up to seven years. We delete or anonymize information we no longer need.

Security. We use reasonable safeguards, including password-protected accounts and reputable, secure platforms for booking and payments. No system is completely secure, so we cannot guarantee absolute security. If a breach affects your information, we will notify you as required by law.

Children. Our services and website are meant for adults. We do not knowingly collect personal information from children under 13. If you believe a child has given us information, contact us and we will delete it.

6. Your Choices and Rights

We respect your privacy, and we honor the following requests from any customer:

- **Access:** ask what personal information we hold about you
- **Correction:** ask us to fix information that is wrong
- **Deletion:** ask us to delete your information, except records we must keep for warranty, tax, or legal reasons
- **Opt out of marketing:** stop promotional texts or emails at any time

We do not sell or share your personal information for cross-context behavioral advertising, as those terms are defined under California law.

How to make a request. Email rob@on-site-rv.com or call (209) 901-7667. We may need to confirm your identity before acting on a request, and we will respond within 45 days. We will not treat you differently for making a privacy request.

7. Changes to This Policy

We may update this Privacy Policy from time to time. The updated version will be posted on this page with a new effective date. If we make a significant change, we will post a notice on our website.

This policy works together with our Terms & Conditions.

8. Contact Us

On-Site Mobile RV Repair LLC Veteran-owned mobile RV repair serving Stockton and the San Joaquin Valley

- Phone or text: (209) 901-7667
- Email: rob@on-site-rv.com
- Website: on-site-rv.com