

Information Security Policy

GD Tuneups, LLC
(dba Garage Door Tune-ups)

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1. Purpose

This Information Security Policy outlines the administrative, technical, and physical safeguards implemented by Garage Door Tune-ups to protect sensitive information and reduce the risk of unauthorized access, disclosure, or misuse.

2. Scope

This policy applies to all employees, contractors, and systems used in the course of business operations. Garage Door Tune-ups does not operate as an e-commerce platform and does not directly collect or store payment card information.

3. Payment Pricessing & PCI Compliance

Garage Door Tune-ups processes all electronic payments through QuickBooks Online Payments, a third-party payment processor that is compliant with applicable Payment Card Industry Data Security Standards (PCI DSS).

Garage Door Tune-ups does not store, retain, or have access to full credit card numbers, bank account numbers, CVV codes, or PIN data. All sensitive payment information is entered directly by the customer into the secure payment processor.

Garage Door Tune-ups maintains PCI compliance requirements through an approved third-party vendor.

4. Data Handling & Storage

Garage Door Tune-ups limits the collection and retention of sensitive information to what is necessary for business operations.

No sensitive cardholder data is stored on company systems. Any business records containing customer information are maintained securely and accessed only as needed for legitimate business purposes.

5. Access Control

Access to company systems and customer information is restricted to authorized personnel based on business need. Users are responsible for maintaining the confidentiality of their login credentials.

Shared credentials are not permitted. Access is removed promptly upon termination of employment or change in role.

6. Device & System Security

Company devices used to access business systems are protected with passwords and basic security controls. Systems are updated regularly to maintain current security protections.

Antivirus and standard security measures are used where applicable to reduce the risk of unauthorized access or malware.

7. Data Transmission

Sensitive payment information is not transmitted through email, text message, or other unsecured communication channels. All payment information must be submitted directly through approved payment processors.

8. Incident Response

Any suspected security incident, including unauthorized access or fraudulent payment activity, will be reported promptly to the appropriate payment processor and financial institution. Garage Door Tune-ups will cooperate with all required investigations and preserve relevant records.

9. Third Party Services

Garage Door Tune-ups utilizes third-party service providers for payment processing and business operations. These providers are responsible for maintaining their own security and compliance standards.

Garage Door Tune-ups performs reasonable due diligence when selecting service providers. Garage Door Tune-ups does not assume responsibility for unauthorized payment information submitted by third parties and relies on its payment processors and financial institutions to validate and process transactions.

Garage Door Tune-ups may offer flexible or installment-based payment options through its third-party payment processor. All approvals, terms, conditions, and repayment obligations are determined solely by the third-party provider. Garage Door Tune-ups does not participate in lending decisions and does not collect or store any financial information submitted for payment arrangements. Customers are responsible for reviewing and agreeing to all terms provided by the third-party provider prior to acceptance.

10. Policy Review

This policy is reviewed periodically and updated as necessary to reflect changes in business operations or applicable requirements.