

AFFORDABLE TECH SUPPORT

WWW.AFFORDABLE-TECHSUPPORT.COM

PRIVACY POLICY (8/1/2011)

The following privacy policy describes the information and privacy practices for Affordable Tech Support services provided at your home or office. This privacy policy describes how Affordable Tech Support will collect and use your information. When you provide Affordable Tech Support with your personal information, you consent to the information practices described in this policy.

Q. What information does Affordable Tech Support collect from me?

Affordable Tech Support may collect personal information such as your name, mailing address, phone number, e-mail address, credit card number, and other billing information.

Q. When does Affordable Tech Support collect information from me?

When using products or services available from Affordable Tech Support, you may be asked to provide personal information. For example, you may be asked to provide personal information when you schedule an appointment for services; bring in your product for service; and/or purchase products.

Q. How is my information used?

Affordable Tech Support uses the information you provide to fulfill requests for service or information; provide customer service; conduct research and analysis; send marketing communications; or perform other business activities.

Q. Does Affordable Tech Support share my personal information?

Affordable Tech Support does not sell or rent your personal information to third parties. From time to time, we may be required to share personal information in response to a valid court order, subpoena, government investigation, or as otherwise required by law. We also reserve the right to report to law enforcement agencies any activities that we, in good faith, believe to be unlawful. Affordable Tech Support may share certain personal information when we believe that such release is reasonably necessary to protect the rights, property, and safety of ourselves and others. Affordable Tech Support may also transfer personal information in the event of a corporate sale, merger, acquisition, dissolution or similar event.

Q. How does Affordable Tech Support secure my personal information?

Whether you receive services, use www.affordable-techsupport.com, or have services performed at your location, Affordable Tech Support will take reasonable precautions to protect against the loss, misuse and unauthorized access of your personal information. This includes personal information that you provide to complete a purchase. Affordable Tech Support cannot ensure or warrant the security of any information you transmit by e-mail, and you do so at your own risk. Please note that while Affordable Tech Support is able to protect personal information that is provided during the course of business, Affordable Tech Support cannot take responsibility for data loss on the products or systems serviced. You must remove or back up this information to safeguard it.

Affordable Tech Support may use remote access to diagnose and resolve system problems. This allows access to your computer in order to determine the problem and either repair it or provide advice on possible repair options. By taking advantage of this service, you give permission to Affordable Tech Support to log into your computer, which may contain personal information. Affordable Tech Support will only search your computer to determine the cause of the problem and will attempt to minimize interaction with your data. It is your responsibility to ensure that all of your files, especially those containing personal information, are secure to prevent any type of data loss or corruption.

Q. Does Affordable Tech Support use cookies to collect information about me?

No.

Q. How can I update my information?

Affordable Tech Support wants your information and marketing preferences to be complete and accurate. To update your information, submit the contact form online. If you send an e-mail or letter request, please include your current contact information and list the requested changes you would like to have made.

Q. Does Affordable Tech Support collect information from children?

Affordable Tech Support will not knowingly or intentionally collect personal information online from children under the age of 13. Affordable Tech Support is committed to protecting the privacy of children.

Q. Will this privacy policy change?

Because Affordable Tech Support will continue to implement new technologies and improve the services and features provided, this policy is subject to change. If there are changes or additions to this privacy policy, they will be posted on the website.