



Privacy Policy

“Certified IT Help Desk Support for end-users 24x7”

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Introduction

theITSupportCenter, LLC (“theITSupportCenter”) respects your privacy. This Privacy Statement informs you of our privacy practices with respect to our website, and the way information about you and your online activity is collected and how that information is used.

Collection of Information

theITSupportCenter only collects detailed personal information that is provided by you via submission on theITSupportCenter website or by email. The types of personal information you provide to us may include:

- Contact information, such as name, address, telephone number, and email address.
- Other unique information such as user IDs and passwords, product and service preferences, contact preferences.
- In some cases, your business contact data may be provided to theITSupportCenter by a designated entity within your business or enterprise (such as a member of your IT department)

In addition to the information you provide, theITSupportCenter may also collect information during your visit to our website, web-based applications, or a website "powered by" another company on behalf of theITSupportCenter, through our data collection tools, which include Web beacons, cookies, and embedded Web links. These tools collect certain traffic information that your browser sends to a website, such as your browser type and language, access times, and the address of the website from which you arrived. They may also collect information about your Internet Protocol (IP) address, unique device identifier, clickstream behavior (i.e., the pages you view,

Collection of Information (Continued)

the links you click, and other actions you take in connection with our website or "powered by" websites) and product information. theITSupportCenter may also use some of these data collection tools in connection with certain emails and communications sent from theITSupportCenter and therefore may collect information using these tools when you open the email or click on a link contained in the email.

Using Information

theITSupportCenter uses collected information to understand the interests of our customers and may use your information to:

- Communicate with you about products and services.
- Provide and improve service and support.
- Update you on new services and benefits.
- Provide personalized promotional offers.
- Select content to be communicated to you.
- Measure performance of marketing initiatives, ads, and websites "powered by" another company on our behalf.
- Contact you regarding theITSupportCenter's products or services.

Sharing Information

theITSupportCenter will not sell, rent or lease your personal information in any way. theITSupportCenter shares information with service providers that we retain to assist in delivering services. Service providers are required by contract to keep confidential and secure the information received on behalf of theITSupportCenter and may not use

Sharing Information (Continued)

it for any purpose other than to carry out the services they are performing for theITSupportCenter.

Except as described in this Statement, theITSupportCenter will not share the personal information you provide to us with third parties without your permission, unless to: (i) respond to duly authorized information requests of police and governmental authorities; (ii) comply with any law, regulation, subpoena, or court order; (iii) investigate and help prevent security threats, fraud or other malicious activity; (iv) enforce/protect the rights and properties of theITSupportCenter; or (v) protect the rights or personal safety of theITSupportCenter, our employees, and third parties on or using theITSupportCenter property when allowed and in line with the requirements of applicable law.

Keeping Information Secure

theITSupportCenter takes the security of its information and data seriously. To prevent unauthorized access or disclosure, to maintain data accuracy, and to ensure the appropriate use of the information, theITSupportCenter utilizes reasonable and appropriate physical, technical, and administrative procedures to safeguard the information we collect and process. theITSupportCenter cannot ensure or warrant the security of any information you transmit to us by e-mail, and you do so at your own risk.

Third Party Sites

theITSupportCenter may provide links to third-party applications, products, services, or websites for your convenience and information. If you access those links, you will leave theITSupportCenter's site. theITSupportCenter does not control those third party

Third Party Sites (Continued)

Sites or their privacy practices, which may differ from theITSupportCenter's practices. We do not endorse or make any representations about third-party sites. The personal data you choose to provide to or that is collected by these third parties is not covered by this Privacy Statement. We encourage you to review the privacy policy of any site you interact with before allowing the collection and use of your personal information.

Changes to This Statement

If we modify our Privacy Statement, we will post the revised statement here, with an updated effective date.

Effective as of August 15, 2013