



IT Management Solutions LLC Privacy Policy

1. Introduction

IT Management Solutions LLC ("the Company," "we," "us," or "our") values your privacy and is committed to protecting your personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal data when you use our subscription-based Managed IT Services and Tech Support ("Services"). By accessing and using our Services, you consent to the practices described in this Privacy Policy.

2. Information We Collect

2.1 Personal Information: We may collect personal information you provide directly to us when you subscribe to our Services or communicate with us. This may include your name, email address, phone number, billing information, and any other information you choose to provide.

2.2 Usage Information: We may collect usage information about your interactions with our Services, including IP addresses, browser types, operating systems, and browsing activities.

3. Use of Information

3.1 Provide Services: We use the information collected to deliver and improve our Services, respond to your requests, and provide customer support.

3.2 Billing and Communication: We use your information to process payments, send billing notifications, and communicate important updates about your subscription.

3.3 Security and Monitoring: We may use your information to monitor and maintain the security of our systems and services, and to prevent unauthorized access or misuse.

3.4 Analytics: We may analyze aggregated usage data to improve our Services and user experience.

4. Disclosure of Information

4.1 Service Providers: We may share your information with third-party service providers who help us deliver our Services, such as payment processors and customer support platforms.

4.2 Legal Compliance: We may disclose your information to comply with legal obligations, respond to requests from authorities, and protect our rights and interests.

4.3 Business Transfers: In the event of a merger, acquisition, or sale of all or a portion of our assets, your information may be transferred to the acquiring entity.

5. Data Retention

We will retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required by law.

6. Data Security

We implement reasonable security measures to protect your information from unauthorized access and disclosure. However, no data transmission or storage can be guaranteed to be 100% secure.

7. Your Choices

You may review, update, or delete your personal information by contacting us at help@itmgmtsol.com. You may also unsubscribe from our communications at any time.

8. Children's Privacy

Our Services are not intended for individuals under the age of 18. We do not knowingly collect personal information from children.

9. Changes to this Policy

We may update this Privacy Policy from time to time to reflect changes to our practices. The updated version will be posted on our website along with the date of the last revision.

10. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us at help@itmgmtsol.com or by phone at 877-748-6468.

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