

# TechSupport Solutions Inc.

## Privacy Policy

Effective Date: January 1, 2026

Last Updated: January 1, 2026

### 1. Information We Collect

Personal Information:

- Name, email address, phone number
- Billing and shipping address
- Payment information (encrypted)
- Account credentials

Technical Information:

- IP address and device information
- Browser type and operating system
- Cookies and tracking data
- Usage patterns and preferences

Support Information:

- Support ticket contents and history
- Chat transcripts and call recordings
- Product feedback and reviews

### 2. How We Use Your Information

We use collected information to:

- Process orders and provide customer support
- Send order confirmations and updates
- Improve our products and services
- Personalize your experience
- Prevent fraud and enhance security
- Comply with legal obligations
- Send marketing communications (with consent)

We never sell your personal information to third parties.

### 3. Data Sharing and Disclosure

We may share your information with:

Service Providers: Payment processors, shipping companies, email service providers

Legal Requirements: Law enforcement, regulatory agencies when required by law

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Business Transfers: In case of merger, acquisition, or asset sale  
With Your Consent: When you explicitly authorize sharing

All third parties are bound by confidentiality agreements.

## **4. Data Security**

Security measures include:

- 256-bit SSL encryption for data transmission
- Encrypted storage of sensitive information
- Regular security audits and penetration testing
- Multi-factor authentication available
- Access controls and employee training
- Automated backup systems

No system is 100% secure. We continuously update our security practices.

## **5. Your Rights and Choices**

You have the right to:

- Access your personal information
- Request correction of inaccurate data
- Request deletion of your data
- Opt-out of marketing communications
- Export your data in portable format
- Object to certain data processing activities

Contact [privacy@techsupport.com](mailto:privacy@techsupport.com) to exercise your rights.

## **6. Cookies and Tracking**

We use cookies for:

- Authentication and session management
- Preferences and settings
- Analytics and performance monitoring
- Advertising and marketing

You can control cookies through browser settings. Disabling cookies may limit functionality.

Third-party cookies: Google Analytics, payment processors, social media widgets.

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## **7. Data Retention**

Account Information: Retained while account is active plus 2 years

Transaction Records: 7 years for tax and legal compliance

Support Tickets: 3 years after resolution

Marketing Data: Until you opt-out or 5 years of inactivity

Analytics Data: Aggregated data retained indefinitely

You can request earlier deletion by contacting us.

## **8. Children's Privacy**

Our services are not directed to children under 13. We do not knowingly collect information from children under 13.

If we discover we have collected information from a child under 13, we will delete it immediately.

Parents can contact [privacy@techsupport.com](mailto:privacy@techsupport.com) with concerns.

## **9. International Data Transfers**

Your information may be transferred to and processed in countries other than your own.

We ensure adequate protection through:

- Standard contractual clauses
- Privacy Shield certification (where applicable)
- Adequacy decisions by regulatory authorities

## **10. Contact Us**

Privacy Officer: [privacy@techsupport.com](mailto:privacy@techsupport.com)

Data Protection Officer (EU): [dpo-eu@techsupport.com](mailto:dpo-eu@techsupport.com)

Mail: TechSupport Solutions Inc., Privacy Department, 123 Tech Street, San Francisco, CA 94105

Phone: 1-800-PRIVACY