

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

TechSupport Solutions Inc.

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 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.

TechSupport Solutions Inc.

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 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

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

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

Phone: 1-800-PRIVACY