



Privacy Policy

Effective Date: 3/01/2025



Privacy Policy

TechCare Solutions ("we," "us," or "our") is committed to protecting your privacy.

This Privacy Policy outlines how we collect, use, store, and protect your personal information when you use our website, services, and communications.

1. Information We Collect

We collect different types of information depending on how you interact with our services, including:

- a. Personal Information: Name, email address, phone number, billing information, and other details provided when you sign up for our services or contact us.
- b. Technical Data: IP addresses, browser type, device information, and other analytics collected through cookies and tracking technologies.
- c. Service-Related Data: Information about your network setup, IT systems, and service history when you use our support services.

2. How We Use Your Information

We use collected information to:

- a. Provide and manage our IT services, including support and troubleshooting.
- b. Process payments and manage billing.
- c. Improve our website, services, and customer experience.
- d. Communicate with you about service updates, promotions, or important notifications.
- e. Ensure security and prevent fraud.

3. How We Share Your Information

We do not sell or rent your personal data. However, we may share it with:

- a. Service Partners: Vetted professionals who assist with installations and support services.
- b. Legal & Regulatory Authorities: When required by law or to protect against fraud or unauthorized access.
- c. Payment Processors: To securely handle transactions and billing.



4. Data Security

- a. We take data security seriously and implement industry-standard measures to protect your personal information, including:
- b. Safe communications and data storage
- c. Restricted access to sensitive information
- d. Regular security audits and monitoring
- e. However, no system is 100% secure, and we encourage users to follow recommended best practices for protecting their accounts and devices.

5. Your Rights & Choices

- a. You have the right to:
 - i. Request access to the personal data we store about you
 - ii. Correct inaccurate information
 - iii. Request deletion of your data, subject to legal and contractual obligations
 - iv. Opt-out of marketing communications at any time

6. Cookies & Tracking

- a. We use cookies and similar tracking technologies to analyze website traffic and improve user experience. You can adjust your browser settings to disable cookies, but this may affect functionality.

7. Changes to This Privacy Policy

- a. We may update this policy periodically to reflect changes in our practices or legal requirements. The latest version will always be available on our website.