

Privacy Policy

Updated January 3, 2018

This privacy policy applies to www.drdsit.com ("Dr. Dave's IT Support") owned and operated by Dr Daves IT Support, LLC. This privacy policy explains how Dr. Dave's IT Support collects, uses and discloses personal and other information Dr. Dave's IT Support receives in connection with the user support services we provide to user (the "Services"). When you submit information through our website: www.drdsit.com, email, chat session, provide it to our technicians or, use the Services, you (the "user") agree to our use of this information consistent with this privacy policy.

How Dr. Dave's IT Support Collects Information:

We provide user support services to consumers using web-based tools and software as well as through telephone support of our users. These tools may include software that enables us to remotely access and control a user's computer with their permission. We require certain information and permissions from you to provide the Services.

Some information we collect may be provided by the user directly such as when requested by a form or on the phone by a technician. Other technical information might be collected or accessed by or through our diagnostic and related tools as our computers work with yours to provide the Services.

TYPES OF INFORMATION DR. DAVE'S IT SUPPORT COLLECTS

Information You Provide

Personal Information:

We will ask you when we need information that personally identifies your ("personal information") or allows us to contact you. In order to use the Services, the user must first typically register or provide certain identifying information. For online registration, we ask you to provide contact details (such as First and Last name, E-mail address, etc.). Dr. Dave's IT Support uses this information to contact you regarding the product and/or services you have requested. This includes re-registration/renewal notifications, special offers, and surveys on improving our Services.

Payment Information:

If you register for the Services, Dr. Dave's IT Support may collect credit card information, and other payment information offline. Like many companies, Dr. Dave's IT Support may use third party payment processing, payment gateways transactions to process and verify credit cards on our behalf. Dr. Dave's IT Support uses payment information to complete your transactions.

Computer and System Information

Subscriber (User) Computer Information:

We may also ask for information related to your (user) computer to provide the Service. As examples, this information may include:

- type of computer
- information about the date of purchase of your computer
- identification number of your computer
- make and model of your computer and/or any computer hardware
- software installed or peripherals attached to it
- condition of the computer
- system and registry data about software installations and hardware configurations
- error tracking files

Generally, this information is required to provide personalized technical support to you, and to help us update our support tools and enhance our supported products lists.

Remote Access:

While requesting support you may request for the problem to be resolved by enabling Dr. Dave's IT Support technicians to have access to and take control of your computer. Dr. Dave's IT Support uses software tools, which enable you to grant control of your computer to a Dr. Dave's IT Support technician remotely over the Internet. This allows the Dr. Dave's IT Support technician to diagnose or correct problems without ever coming to the location of your computer.

Dr. Dave's IT Support does not use the Remote Access software to access and control your computer without your consent and we request that you remain present when our technicians are doing so.

Dr. Dave's IT Support technicians are trained in the use of this software and we take steps to limit access to confidential or sensitive information stored on user computer or network, avoid deliberate destruction of information on user computers or networks, and help avoid system problems. Dr. Dave's IT Support maintains specific internal policy and technical controls to limit how and whether our remote access tools may be used to assist you.

Diagnostic Tool:

Dr. Dave's IT Support uses some online diagnostic tools that may collect a wide variety of useful information about the state of a computer system and your applications. This information is communicated to Dr. Dave's IT Support using security technologies over the Internet. Dr. Dave's IT Support analyzes this information to help diagnose and solve end-user problems. The Dr. Dave's IT Support diagnostic application is not designed to collect sensitive information including information such websites visited, e-mail messages, e-mail addresses sent to, passwords, profiles, etc.

Use of the Remote Access and Diagnostic applications may be subject to the terms and conditions of the respective software license agreements.

Live Help Session Records:

Dr. Dave's IT Support reserves the right to monitor and record on-line and off-line sessions between users and Dr. Dave's IT Support technicians for quality control and service-related purposes. Some uses of this type of information include improving the Service, building a support knowledge base and conducting internal market research. We do not correlate session record data used for these purposes with personal information.

Cookies:

We may use cookies and similar technologies to provide you with more personal service on our website and as you interact with Dr. Dave's IT Support. Cookies are small pieces of information stored by your browser on your computer's hard drive or on your device. Cookies help us keep track of the preferences you specify. Most web browsers automatically accept cookies, but you can usually change your browser to prevent that if you prefer not to store the information for future use. Each browser is different, so please check the help menu of your browser.

Log Files:

We use IP addresses to analyze trends, administer the website, track user movement, and gather broad demographic information for aggregate use.

3rd Party Tracking Technologies:

The use of cookies by our partners, affiliates, tracking utility company, and service providers is not covered by our privacy policy. We do not have access or control over these cookies. Our partners, affiliates, tracking utility company, and service providers use session ID and persistent cookies to make it easier for you to navigate our site.

Our third party partners employ clear gifs (a.k.a. Web Beacons/Web Bugs), images, and scripts that help them better manage content on our site. We do not tie the information gathered to our Customers' or Users' personal information.

SUPPLEMENTATION OF INFORMATION

In order to protect Dr. Dave's IT Support from fraud and otherwise ensure the integrity of our services and manage risk we may supplement personal information we collect with information we may get from others. For example, in connection with determining creditworthiness, we may use your name and other related information to request a credit report as permitted by law.

SHARING AND INFORMATION DISCLOSURE

We will share your personal information with third parties only in the ways that are described in this privacy policy. We do not sell your personal information to third parties.

We may share aggregated and de-identified information with our partners. This sharing is usually not linked to any personal information that can identify any individual person, unless specifically required to allow use of specific widgets within the Services.

We may also share, disclose, or transfer your personal information as follows:

- To Dr. Dave's IT Support affiliates and subsidiaries to support business operations and sales, marketing, and customer support processes
- To third party service providers and suppliers acting on our behalf to provide products or services to you such as to process payments and offer customer

service; These companies are authorized to use your personal information only as necessary to provide these services to us

- To other third parties for purposes you have allowed

Additionally, we may also disclose your personal information as we determine reasonably necessary to (a) comply with applicable law, regulations, legal processes, or enforceable governmental requests, (b) respond as necessary to actual or potential lawsuits, or (c) protect the rights and property of Dr. Dave's IT Support or others.

We reserve the right to retain, use, and disclose aggregate or anonymous information developed from personal information at any time.

If we merge with, or are acquired by another company, or sell all or substantially all of our relevant assets, or file for bankruptcy, we may disclose and transfer personal information with the company or asset. We will seek appropriate protection for personal information disclosed or transferred in such transactions consistent with applicable law. You will be notified via email and/or a prominent notice on our Web site of any change in ownership or uses of your personal information, as well as any choices you may have regarding your personal information.

INTERNATIONAL USERS

Because Dr. Dave's IT Support operates globally, we make information we gather available to our worldwide business units. If you are in the European Economic Area, please note that the personal information you provide will be transferred outside the European Economic Area for use by Dr. Dave's IT Support and its affiliates and subsidiaries for any of the purposes described in this privacy policy. By using the Dr. Dave's IT Support website, using the Services, or otherwise providing us with your personal information, you consent to the transfer and processing of your personal information.

SECURITY

We use a variety of security technologies, as well as administrative, managerial, and physical safeguards, to help protect personal information and other data we receive from unauthorized access, use, or disclosure. No data transmissions, or

even the physical transfer of information, can be guaranteed to be completely secure. We cannot fully eliminate all security risks associated with personal information and technical mistakes are possible. Therefore, we do not ensure or warrant the security of any data or information you transmit to us and you do so at your own risk. If you have any questions about security of our Website, you can contact us at [Contact Us](#).

SURVEYS

From time-to-time we may request information from users via surveys. Participation in these surveys is completely voluntary and users have a choice whether or not to participate. Information requested may include contact information (such as name and shipping address), and demographic information (such as zip code). Survey information will be used for purposes of monitoring or improving the use and satisfaction of Services.

CONTESTS

Dr. Dave's IT Support may offer contests, sweepstakes or other promotions. These promotions will be governed by applicable rules. Personal information collected through such promotions will be used as described at the time of collection.

CHILDREN

Our Services are not intended for use by anyone under the age of 13. Consistent with the Children's Online Privacy Protection Act, we do not collect or maintain information at our website from or sell products to those we actually know are under the age of 13.

LINKS TO 3RD PARTY SITES

Our Site includes links to other Web sites whose privacy practices may differ from those of ATS Digital Services, LLC. If you submit personal information to any of those sites, your information is governed by their privacy policies. We encourage you to carefully read the privacy policy of any Web site you visit.

SOCIAL MEDIA WIDGETS

Our Web site includes Social Media Features, such as the Facebook button and Widgets or interactive mini-programs that run on our site. These Features may collect your IP address, which page you are visiting on our site, and may set a cookie to enable the Feature to function properly. Social Media Features and

Widgets are either hosted by a third party or hosted directly on our Site. Your interactions with these Features are governed by the privacy policy of the company providing it.

TESTIMONIALS

We display personal testimonials of satisfied customers on our site in addition to other endorsements. With your consent we may post your testimonial along with your name. If you wish to update or delete your testimonial, you can contact us at [Contact Us](#).

CORRECTION/UPDATING PERSONAL INFORMATION

If a user's personal information changes (such as user zip code), or if a user no longer desires to use the Service. User may correct, update or remove user personal information provided to us through our website by contacting us at [Contact Us](#).

DATA RETENTION

We will retain your information for as long as your account is active and for such longer period as may be required by applicable law. We don't cancel or deregister accounts for inactivity. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

NOTIFICATION OF CHANGES

We reserve the right to change our privacy policy. Please check our website periodically for changes so that you are aware of our latest privacy practices. For changes that are materially less restrictive or protective of your personal information than the privacy policy in place at the time of collection or any material changes to the way we collect or use your information for that matter, we will notify you through email (as specified in your account) or through a prominent notice in our site before implementing any such change.