

Privacy Policy

- Effective Date: May 19, 2026
- Welcome to Extec Business Solutions (“Extec,” “we,” “our,” or “us”). We are committed to protecting your privacy and ensuring transparency regarding how your information is collected, used, and safeguarded.
- This Privacy Policy explains how we collect, use, disclose, and protect information when you visit our website, interact with our services, or communicate with us.
- - **1. Information We Collect**
 - We may collect the following types of information:
 - **Personal Information**
 - Information you voluntarily provide to us, including:
 - Name
 - Email address
 - Phone number
 - Company name
 - Billing information
 - Service inquiries
 - Support requests
 - **Technical Information**
 - Information automatically collected when you use our website, including:
 - IP address
 - Browser type
 - Device information
 - Operating system
 - Pages visited
 - Date/time of visits
 - Referral URLs
 - Cookies and tracking data
 - **Marketing & Communications Data**
 - We may collect information related to:
 - Newsletter subscriptions

- Marketing preferences
- Form submissions
- Webinar registrations
- Event participation
- **2. How We Use Your Information**
- We use collected information to:
 - Provide and manage IT services
 - Respond to inquiries and support requests
 - Deliver cybersecurity, cloud, VoIP, and managed IT services
 - Improve our website and user experience
 - Send service-related communications
 - Send marketing emails and promotional content
 - Analyze website traffic and performance
 - Protect against fraud, unauthorized access, and security threats
 - Comply with legal obligations
- **3. Cookies & Tracking Technologies**
- Our website may use cookies, pixels, analytics tools, and similar technologies to improve user experience and gather website analytics.
- These technologies may be used to:
 - Remember user preferences
 - Analyze website traffic
 - Track advertising effectiveness
 - Improve website performance
- You may disable cookies through your browser settings; however, portions of the website may not function properly.
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- **4. Third-Party Services**
- We may use trusted third-party providers to help operate our business and website, including:
 - Website hosting providers
 - Email marketing platforms
 - CRM systems
 - Analytics providers

- Payment processors
- Cloud service platforms
- Security and monitoring tools
- These third parties may have access to information only as necessary to perform services on our behalf.
- **5. Data Security**
- Extec Business Solutions implements reasonable administrative, technical, and physical safeguards designed to protect your information from unauthorized access, disclosure, alteration, or destruction.
- While we strive to use commercially acceptable means to protect your information, no method of electronic transmission or storage is completely secure.
- **6. Data Retention**
- We retain personal information only as long as necessary to:
 - Fulfill the purposes outlined in this Privacy Policy
 - Provide services
 - Resolve disputes
 - Enforce agreements
 - Comply with legal and regulatory obligations
- **7. Sharing of Information**
- We do not sell your personal information.
- We may share information:
 - With service providers assisting our operations
 - To comply with legal obligations
 - To protect our rights or property
 - During a merger, acquisition, or business transfer
 - With your consent
- **8. Email Communications**
- You may receive service updates, newsletters, or marketing communications from us. You may opt out of marketing emails at any time by using the unsubscribe link included in our communications.
- Operational or service-related communications may still be sent when necessary.
 - Access your personal information
 - Correct inaccurate information

- Request deletion of your information
- Restrict processing
- Object to certain uses
- Withdraw consent
- To exercise these rights, please contact us using the information below.
 - **10. Children's Privacy**
 - Our website and services are not directed toward children under the age of 13, and we do not knowingly collect personal information from children.
 - **11. External Links**
 - Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of external websites.
 - **12. Changes to This Privacy Policy**
 - We may update this Privacy Policy periodically. Changes will be posted on this page with an updated effective date.
 - Continued use of our website after changes constitutes acceptance of the revised policy.
 - **13. Contact Information**
 - If you have questions regarding this Privacy Policy or our data practices, please contact:
 - Extec Business Solutions
 - Website: www.extecsolutions.com
 - Email: ITSupport@extecsolutions.com
 - Phone: (212) 597-9525