Customer Privacy Statement for Support, Remote Access, and Backup Services

At ITHive, we understand the importance of protecting your privacy and safeguarding your personal information. This Customer Privacy Statement outlines our commitment to maintaining the confidentiality and security of your data when utilizing our support, remote access, and backup services.

Collection and Use of Personal Information:

- When you engage with our support services, we may collect certain personal information such as your name, contact details, and relevant account information.
- This information is solely used to provide you with effective support, address your queries, and resolve any technical issues you may encounter.
- For backup services, we may collect additional data such as files, documents, or system configurations necessary to perform scheduled backups or restore operations.
- We may also collect technical data related to your device or system to diagnose and troubleshoot problems efficiently.

Protection of Personal Information:

- Your personal information is securely stored and accessed only by authorized personnel involved in providing support services or managing backup operations.
- We employ industry-standard security measures to prevent unauthorized access, disclosure, alteration, or destruction of your personal data.
- We do not sell, trade, or rent your personal information to third parties for marketing purposes.

Disclosure of Personal Information

- In order to support you and/or your organization, we will need to share some of the information that you share with us with our 3rd party vendors, and it will be used only to provide our services to you.
- If we are legally required to disclose any information, we will do so.

Remote Access:

- In some cases, our support services may require remote access to your device or system.
- Remote access is conducted with your explicit consent and is strictly limited to the duration necessary to perform the required support tasks.
- We utilize secure remote access tools with advanced encryption protocols to ensure the confidentiality and integrity of your data during remote sessions.
- You have the option to terminate remote access at any time during the support session.

Backup Services:

- Our backup services involve the secure storage and management of your data to prevent data loss and ensure business continuity.
- We employ robust encryption techniques to protect your data during transmission and storage.
- Access to your backup data is restricted to authorized personnel involved in managing backup operations or assisting with data recovery efforts.
- We may periodically test the integrity of backup systems to ensure data reliability and availability.

Data Retention:

- We retain your personal information and backup data only for as long as necessary to fulfill the purposes outlined in this privacy statement or as required by applicable laws and regulations.
- Upon termination of backup services, we may securely delete or anonymize your backup data in accordance with our retention policies.

Your Rights:

- You have the right to request access to, correction, or deletion of your personal information and backup data held by us.
- If you have any concerns about how your personal information or backup data is handled, please contact us, and we will promptly address your concerns.

Updates to Privacy Statement:

- We may update this privacy statement periodically to reflect changes in our practices or legal requirements.
- We encourage you to review this statement regularly to stay informed about how we protect your privacy.

By engaging with our support, remote access, and backup services, you consent to collecting, using, and retaining your personal information and backup data as outlined in this privacy statement.

If you have any questions or require further clarification regarding our privacy practices, please don't hesitate to contact us at 844-371-0353.

ITHive is committed to ensuring the privacy and security of your personal information and backup data, and we appreciate your trust in us.

Date of Last Update: March 11, 2024

Chris Polis CEO ITHive Group