

TekBude's Privacy & Confidentiality Policy

THE INFORMATION WE COLLECT

We may collect personal information such as your name, company name, phone number, email address, mailing address, credit card number, and other billing information. You may be asked to provide this information prior to using any of our services such as receiving remote support, utilizing our public forums, paying your bill, scheduling an appointment, or when obtaining an estimate.

THE REASONS WE COLLECT IT

We use the information you provide to satisfy service requests or requests for information, to provide customer service, to administer promotions or surveys, to send marketing materials, or to perform other business activities. We do not sell personal information to third parties, although we may need to share your information with our service providers and other representatives for limited purposes.

TRAFFIC & VISITOR MONITORING

Our server automatically collects clickstream information such as the address (URL) of the website that might have referred you to ours, which pages you visit on our website while you're here, which browser and operating system you're using, and any search terms you may have entered to find our website, and other details. This helps us understand visitor behavior, enabling us to improve our site.

ADVERTISEMENT COMPANIES

Our website uses third-party service providers to serve ads across the Internet and to analyze website traffic on our behalf. They may collect anonymous information about your visits and your interaction with our website. These companies may use cookies and other technologies to measure the effectiveness of ads and emails. No personally identifiable information is collected in this process.

USE OF TRACKING COOKIES

Our website uses cookies to create a more personalized user experience. These simulate a continuous connection, letting us remember information about your preferences and session. Our cookies do not collect or store any identifiable personal information unless this information is entered.

CUSTOMER DATA SECURITY

Utmost care will be given to any of your data files that are entrusted to us for purposes of support, troubleshooting and/or data migration. Said files will be considered confidential and will be deleted from our computer equipment after conclusion of the support issue or project, unless you request otherwise. Our computers incorporate up-to-date virus scanning software and firewall protection to ensure the safety of your data. We remind you to backup your data as we are not liable.

RECORDING & MONITORING

Support sessions are "screen-recorded" and all calls are monitored for quality control. Recordings will be maintained indefinitely and may be used as legal evidence in court proceedings if necessary.

TOTAL CONFIDENTIALITY

We will treat all information relating to you and your data as confidential and will not disclose such information. Confidentiality will be maintained indefinitely even after the termination of any business relationships. Exempt from this will be any information deemed to be public or common knowledge, information obtained from openly available sources or information known prior to the commencement of any business relationship, or if required by law, court order, subpoena, or criminal investigation.

THIRD-PARTY WEBSITES

Other websites that may be accessed through our website are not covered by this privacy statement.