

## Privacy Policy for Kein Sheldrake IT Help

Effective Date: 04/07/2023

At Kein Sheldrake IT Help, we value and prioritize the privacy and security of our customers and visitors to our website. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information. By using our website or services, you agree to the terms of this policy.

1. Information We Collect: a. Personal Information: We may collect certain personally identifiable information, such as your name, email address, phone number, and any other information you voluntarily provide to us. b. Non-Personal Information: We may automatically collect certain non-personal information when you visit our website, such as your IP address, browser type, referring website, and other technical information.
2. Use of Information: a. Personal Information: We may use your personal information to respond to your inquiries, provide customer support, I.T. Support, fulfill service requests, and communicate important information about our services. b. Non-Personal Information: We may use non-personal information to analyse trends, administer the website, improve our services, and gather demographic information for internal purposes.
3. Disclosure of Information: a. We may disclose your personal information to trusted third parties who assist us in providing our services, such as IT technicians, payment processors, and marketing partners. However, we will ensure that such third parties comply with appropriate confidentiality and security measures. b. We may also disclose personal information if required by law or in response to a valid legal process, such as a court order or government request.
4. Security: a. We implement reasonable security measures to protect your personal information from unauthorized access, loss, misuse, or alteration. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security. b. We will retain your personal information for as long as necessary to fulfill the purposes outlined in this policy, unless a longer retention period is required or permitted by law.
5. Third-Party Links: Our website may contain links to third-party websites. Please note that we are not responsible for the privacy practices or content of those websites. We encourage you to review the privacy policies of any third-party sites you visit.
6. Cookies and Tracking Technologies: We may use cookies and other tracking technologies on our website to enhance your browsing experience and collect non-personal information. You can modify your browser settings to manage or disable cookies if you prefer.

7. Children's Privacy: Our services are not directed to individuals under the age of 13. We do not knowingly collect personal information from children. If you believe we have inadvertently collected personal information from a child, please contact us immediately, and we will take appropriate steps to delete such information.
8. Updates to this Policy: We may update this Privacy Policy from time to time. Any changes will be posted on this page with a revised effective date. We encourage you to review this policy periodically to stay informed about how we handle your personal information.
9. Contact Us: If you have any questions, concerns, or requests regarding this Privacy Policy or our privacy practices, please contact us at [info@sheldraketech.com](mailto:info@sheldraketech.com).

By using our website or services, you acknowledge that you have read and understood this Privacy Policy and consent to the collection, use, and disclosure of your personal information as described herein.