

## Privacy Policy

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### Brightside I.T. Solutions

**Effective Date:** 11.11.2024

At Brightside I.T. Solutions, we are committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, use our services, or interact with us. Please read this document carefully to understand our views and practices regarding your personal data.

### 1. Information We Collect

We may collect and process the following types of information:

- **Personal Information:** Identifiable information such as your name, email address, phone number, and company name.
- **Technical Data:** Details about your internet connection, IP address, browser type, and usage patterns.
- **Transaction Data:** Information related to payments, quotes, and billing.
- **Usage Data:** Information about how you interact with our services.

### 2. How We Use Your Information

We use your information in the following ways:

- To provide, operate, and maintain our services
- To process and manage quotes, orders, and transactions
- To communicate with you, including responding to your inquiries
- To send you updates, promotions, or information about our services
- To monitor and improve our website and services
- To comply with legal requirements and protect our legal rights

### 3. Sharing Your Information

We may share your information in the following circumstances:

- **With Service Providers:** We may share information with third-party vendors who perform services on our behalf.
- **For Legal Reasons:** If required by law or in response to valid legal requests.
- **With Consent:** If we have your consent to share the information.

#### 4. Cookies and Tracking Technologies

Our website may use cookies to enhance user experience, track usage, and help us improve our services. You may choose to set your web browser to refuse cookies, or to alert you when cookies are being sent.

#### 5. Your Rights

You have the following rights regarding your personal data:

- **Access:** The right to request a copy of your data.
- **Correction:** The right to correct any inaccurate information.
- **Deletion:** The right to request deletion of your personal data.
- **Objection:** The right to object to the processing of your personal data.

To exercise these rights, please contact us using the details provided below.

#### 6. Data Security

We take reasonable measures to protect your personal data from loss, theft, and unauthorised access, disclosure, alteration, and destruction. However, please remember that no internet transmission is entirely secure, and we cannot guarantee absolute security.

#### 7. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. Changes will be posted on this page, and we encourage you to review this policy periodically.

#### 8. Contact Us

If you have any questions about this Privacy Policy or wish to exercise your rights, please contact us at:

**Brightside I.T. Solutions**

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