

Privacy Policy

This privacy policy has been compiled to better serve those who are concerned with how their 'Personally identifiable information' (PII) is being used online. PII, as used in US privacy law and information security, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. Please read our privacy policy carefully to get a clear understanding of how we collect, use, protect or otherwise handle your Personally Identifiable Information in accordance with our website.

What personal information do we collect from the people that visit our blog, website or app?

We collect information from you when you register on our site, subscribe to a newsletter, fill out a form, enter information on our site or subscribe to our managed services.

Registration Data: When you register, we ask you to provide certain information which includes your name, address, phone, email address, birth year, gender, and zip code (the "Registration Data"), as well as a password for your account.

Payment Information: If you choose to subscribe to fee-based portions of the Service, purchase a subscription to the Service as a gift, or purchase add-on products or services, you will also be asked to provide (at minimum) your name and credit card information ("Payment Information").

Information You Choose to Provide to MyITAssistant: You have the ability to provide a variety of information during your interactions with us and the MyITAssistant service, such as emails you may send us, polls or surveys you choose to participate in, ads you respond to, and emails or newsletters that you sign up to receive. MyITAssistant or third parties acting on our behalf receive data from you whenever you provide us with any of this type of information.

Managed Services Activity: When you use the Service, we keep track of your device activities, which include: system events and logs, system recognized hardware and software (which many include any of the following: name, version, manufacturer, serial numbers and dates), installed updates, patches, vulnerabilities, security scan reports (viral, malware, spyware, performance), network activities (network nodes, traffic, IP's), Internet activities (all traffic in or out of computer, destination IP's and urls) when Web Protection Firewall service activated.

How do we use your information?

We may use the information we collect from you when you register, make a purchase, sign up for our newsletter, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

To improve our website in order to better serve you;

To allow us to better service you in responding to your customer service requests;

To administer a contest, promotion, survey or other site feature;

To send periodic emails regarding your order or other products and services.

We may use the information we collect from subscribed managed services to perform management of services on device(s) and/or service(s) :

To improve security of device in order to better protect against ongoing viral, malware, spyware, bot and other malicious threats;



To improve health and functionality in order to better optimize usability;

To administer real-time issues, conflicts, threats, patches and upkeep in order to better secure the solution;

To enforce security measures on devices;

To send alerts, notifications and reports of services provided.

How do we protect visitor information?

Our website is scanned on a regular basis for security holes and known vulnerabilities in order to make your visit to our site as safe as possible.

We use regular Malware Scanning.

Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. In addition, all sensitive/credit information you supply is encrypted via Secure Socket Layer (SSL) technology.

We implement a variety of security measures when a user enters, submits, or accesses their information to maintain the safety of your personal information.

All transactions are processed through a gateway provider and are not stored or processed on our servers.

Do we use 'cookies'?

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the site's or service provider's systems to recognize your browser and capture and remember certain information. For instance, we use cookies to help us remember and process the items in your shopping cart. They are also used to help us understand your preferences based on previous or current site activity, which enables us to provide you with improved services. We also use cookies to help us compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

We use cookies to:

Compile aggregate data about site traffic and site interactions in order to offer better site experiences and tools in the future. We may also use trusted third-party services that track this information on our behalf.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser (like Internet Explorer) settings. Each browser is a little different, so look at your browser's Help menu to learn the correct way to modify your cookies.

If you disable cookies off, some features will be disabled. It won't affect the user's experience that makes your site experience more efficient and some of our services will not function properly.

However, you can still place orders.

Third-party disclosure

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information.

Others working for MyITAssistant: MyITAssistant uses certain trusted third parties (for example, providers of customer support and IT services) to help us provide, improve, protect, and promote our Services. These third parties will access your information only to perform tasks on our behalf in compliance with this Privacy Policy, and we'll remain responsible for their handling of your information per our instructions.

Third-party links

We do not include or offer third-party products or services on our website.

Data Retention

We will retain your personal information for as long as is needed to fulfill the purposes outline in this Privacy Policy, unless a longer retention period is required or permitted by law (such as tax, accounting, or other legal requirements). When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymize it, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

For personal information that we process on behalf of our Subscribers, we will retain such personal information in accordance with the terms of our agreement with them, subject to applicable law.

Cancellation or Deactivation of Accounts: If you would like to request the cancellation or deactivation of your account, you should contact our [Support](#) team for assistance. Cancellation or deactivation of your account does not ensure complete or comprehensive removal of the content or information you may have posted or otherwise made available publicly on the Service while you were a registered user. You should also contact our [Support](#) team to request the deactivation of a profile you believe is fake or otherwise unauthorized.

Google

Google's advertising requirements can be summed up by Google's Advertising Principles. They are put in place to provide a positive experience for users. <https://support.google.com/adwordspolicy/answer/1316548?hl=en>

We use Google AdSense Advertising on our website.

Google, as a third-party vendor, uses cookies to serve ads on our site. Google's use of the DART cookie enables it to serve ads to our users based on previous visits to our site and other sites on the Internet. Users may opt-out of the use of the DART cookie by visiting the Google Ad and Content Network privacy policy.

We have implemented the following:

Demographics and Interests Reporting

We along with third-party vendors, such as Google use first-party cookies (such as the Google Analytics cookies) and third-party cookies (such as the DoubleClick cookie) or other third-party identifiers together to compile data regarding user interactions with ad impressions and other ad service functions as they relate to our website.

Opting out: Users can set preferences for how Google advertises to you using the Google Ad Settings page. Alternatively, you can opt out by visiting the Network Advertising initiative opt out page or permanently using the Google Analytics Opt Out Browser add on.

California Online Privacy Protection Act

CalOPPA is the first state law in the nation to require commercial websites and online services to post a privacy policy. The law's reach stretches well beyond California to require a person or company in the United States (and conceivably the world) that operates websites collecting personally identifiable information from California consumers to post a conspicuous privacy policy on its website stating exactly the information being collected and those individuals with whom it is being shared, and to comply with this policy – See more



at: <http://consumercal.org/california-online-privacy-protection-act-caloppa/#sthash.0FdRbT51.dpuf>

According to CalOPPA we agree to the following:

Users can visit our site anonymously.

Once this privacy policy is created, we will add a link to it on our home page or as a minimum on the first significant page after entering our website.

Our Privacy Policy link includes the word 'Privacy' and can be easily be found on the page specified above.

Users will be notified of any privacy policy changes: On our Privacy Policy Page

Users are able to change their personal information: By logging in to their account

How does our site handle do not track signals?

We honor do not track signals and do not track, plant cookies, or use advertising when a Do Not Track (DNT) browser mechanism is in place.

Does our site allow third-party behavioral tracking?

It's also important to note that we do not allow third-party behavioral tracking

COPPA (Children Online Privacy Protection Act)

When it comes to the collection of personal information from children under 13, the Children's Online Privacy Protection Act (COPPA) puts parents in control. The Federal Trade Commission, the nation's consumer protection agency, enforces the COPPA Rule, which spells out what operators of websites and online services must do to protect children's privacy and safety online.

We do not specifically market to children under 13.

Fair Information Practices

The Fair Information Practices Principles form the backbone of privacy law in the United States and the concepts they include have played a significant role in the development of data protection laws around the globe. Understanding the Fair Information Practice Principles and how they should be implemented is critical to comply with the various privacy laws that protect personal information.

In order to be in line with Fair Information Practices we will take the following responsive action, should a data breach occur:

We will notify the users via email

Within 7 business days

We also agree to the Individual Redress Principle, which requires that individuals have a right to pursue legally enforceable rights against data collectors and processors who fail to adhere to the law. This principle requires not only that individuals have enforceable rights against data users, but also that individuals have recourse to courts or government agencies to investigate and/or prosecute non-compliance by data processors.



CAN SPAM Act

The CAN-SPAM Act is a law that sets the rules for commercial email, establishes requirements for commercial messages, gives recipients the right to have emails stopped from being sent to them, and spells out tough penalties for violations. We collect your email address in order to:

Send information, respond to inquiries, and/or other requests or questions.

Market to our mailing list or continue to send emails to our clients after the original transaction has occurred.

To be in accordance with CANSPAM we agree to the following:

Not use false or misleading subject lines or email addresses.

Identify the message as an advertisement in some reasonable way.

Include the physical address of our business or site headquarters.

Monitor our third-party email marketing services for compliance.

Honor opt-out/unsubscribe requests quickly.

Allow users to unsubscribe at anytime.

If at any time you would like to unsubscribe from receiving future emails, you can email us at unsubscribe@myitassistant.com and we will promptly remove you from **ALL** correspondence.

Contacting Us

If there are any questions regarding this privacy policy you may contact us using the information below:

MyITAssistant LLC
PO Box 30096
Phoenix, Arizona 85046-0096
USA

1.855.694.7848
admin@myitassistant.com

MyITAssistant Privacy Policy v.18.10.4

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