

Privacy Policy, Terms of Service, Cybersecurity Disclaimer, and Confidentiality Agreement

Effective Date: April 2026

Business Name: Indiana Tech Solutions, LLC

Location: Columbus, Indiana 47201

Email: tessa@indianatechsolutions.com

Phone: 812-657-0627

Website: <https://www.indianatechsolutions.com>

1. INTRODUCTION

Indiana Tech Solutions, LLC (“we,” “our,” or “us”) provides IT support, technical consulting, remote support, and related technology services.

This document explains:

- how we collect and use information,
- the terms governing our services,
- limitations of liability,
- cybersecurity disclosures,
- and confidentiality obligations.

This document constitutes a binding agreement between Indiana Tech Solutions, LLC and its clients when services are engaged. By using our services, you agree to the terms contained in this agreement.

2. INFORMATION WE COLLECT

We may collect and process information including, but not limited to:

Contact and Billing Information

- Name
- Email address
- Phone number
- Business/company name
- Billing address

Technical Information

- IP addresses
- Device information
- Operating system details
- Browser information
- Network configuration information
- Diagnostic logs and error reports

Support-Related Information

During in-person or remote support sessions, we may temporarily access:

- Files or folders relevant to troubleshooting
- User account settings
- Email configuration information
- Screenshots
- Software and hardware settings
- System logs

We only access information that is reasonably necessary to provide requested services.

Payment Information

We do not store full payment card information. Payments are processed through third-party payment processors.

3. HOW WE USE INFORMATION

We may use collected information to:

- Provide IT support services
- Diagnose and resolve technical issues
- Communicate regarding appointments and services
- Process invoices and payments
- Maintain system and service security
- Improve service quality
- Prevent fraud or unauthorized access
- Comply with legal obligations

We do not sell personal information.

4. REMOTE ACCESS, CONFIDENTIALITY, AND SECURITY

Remote support sessions may be utilized for certain services. Client consent is required prior to initiating any remote access session.

We agree to:

- Access only information relevant to the support request
- Maintain reasonable confidentiality safeguards
- Avoid unauthorized disclosure of client information
- Use commercially reasonable security practices

We may use:

- secure remote support software,
- password protection,
- access controls,
- encrypted communications where practical,
- and anti-malware/security tools.

No system or electronic transmission method can be guaranteed completely secure.

Clients may terminate remote sessions at any time.

5. THIRD-PARTY SERVICES

We may use trusted third-party providers including:

- Payment processors
- Cloud storage providers
- Hosting providers
- Remote support software vendors
- Security service providers

Third-party providers are expected to maintain reasonable security and confidentiality protections.

We are not responsible for the privacy practices, content, performance, availability, or security of third-party services or websites.

6. DATA RETENTION

We retain information only as long as reasonably necessary to:

- Provide services
- Maintain business and tax records
- Resolve disputes
- Comply with legal obligations

Clients retain full ownership and responsibility for all data, systems, and accounts.

Information no longer needed may be securely deleted or anonymized where practical.

7. CLIENT RESPONSIBILITIES

Clients agree to:

- Provide accurate information
- Maintain valid software licenses
- Maintain current backups of important data
- Provide necessary access permissions
- Use services lawfully
- Maintain reasonable cybersecurity practices

Clients remain solely responsible for:

- their own systems
- stored data
- passwords
- backup management unless otherwise agreed in writing

Clients are encouraged to:

- use antivirus protection
- apply software updates
- implement multi-factor authentication
- change passwords after support sessions

8. PAYMENTS

- Fees are due according to agreed invoices or contracts.
- Late payments may result in suspension of services.
- Fees are non-refundable unless otherwise agreed in writing.

9. SERVICE AVAILABILITY

We do not guarantee:

- uninterrupted service availability
- immediate issue resolution
- prevention of all cybersecurity incidents
- compatibility with all hardware, software, or third-party services

Technical issues may depend on:

- internet connectivity
- hardware limitations
- third-party services
- software vendors
- pre-existing system conditions

10. CYBERSECURITY DISCLAIMER AND LIMITATION OF LIABILITY

While reasonable cybersecurity practices are implemented, no system or network can be guaranteed completely secure.

To the fullest extent permitted by applicable law (including Indiana law), Indiana Tech Solutions, LLC is not liable for:

- indirect
- incidental
- consequential
- special
- loss of profits
- business interruption
- punitive damages

including, but not limited to losses caused by:

- malware
- ransomware
- phishing attacks
- unauthorized access
- hardware failures
- software failures
- third-party breaches
- user negligence
- data loss
- pre-existing vulnerabilities

Clients acknowledge that all technology systems involve inherent security risks.

11. DATA BREACHES

If we become aware of a confirmed data breach affecting client information under our control, we will provide notice of the confirmed breach where required by applicable law and as soon as reasonably practicable.

12. TERMINATION

Either party may terminate services at any time unless otherwise agreed in writing.

Outstanding balances remain payable upon termination.

Upon termination, we may delete retained client data unless retention is legally required or otherwise agreed upon in writing.

We may retain limited records as required for legal, tax, or dispute resolution purposes.

13. GOVERNING LAW

This agreement shall be governed by the laws of the State of Indiana. Where applicable, we comply with relevant U.S. federal and state privacy laws.

Any disputes arising from services provided by Indiana Tech Solutions, LLC shall be handled in the applicable courts located in Indiana unless otherwise required by law.

14. CHANGES TO THIS POLICY

We may update this document periodically.

Updated versions will be posted with a revised effective date.

15. INQUIRIES

For all inquiries, see contact information at the top of this document.
