

# JGITTECH LLC

## PRIVACY POLICY

Last Updated: May 2026

### 1. Overview

JGittech LLC ("JGittech," "we," "us," or "our") respects your privacy. This Privacy Policy explains how we collect, use, disclose, retain, and protect information when you visit <https://jgittech.com>, submit a form, schedule service, make a payment, communicate with us, or engage JGittech services.

This Privacy Policy is a public website and customer privacy notice. Paid services, repairs, remote support, subscriptions, managed services, backup services, cybersecurity support, website-development support, telecom coordination, and other customer services may also be governed by JGittech service agreements, authorization forms, plan sheets, invoices, addenda, or written agreements.

This Policy does not create a guarantee of service outcome, data recovery, malware removal, uptime, regulatory compliance, or security. JGittech services are provided on a best-effort basis under the applicable service documents.

### 2. Information We Collect

We may collect information that you voluntarily provide, including your name, email address, phone number, company name, service address or general location, appointment details, service request details, messages, billing information, and other information you choose to submit.

When providing IT or technology services, we may collect or create service-related records such as device make/model, serial or asset tag, visible condition notes, ticket notes, work performed, tools used, backup status, diagnostic information, account names, logs, hostnames, network details, IP addresses, screenshots, photos of device condition, authorization forms, invoices, receipts, and service completion notes.

We may also automatically collect technical information when you use the Site, including IP address, browser type, device type, operating system, referring pages, pages viewed, timestamps, approximate location derived from technical data, cookie identifiers, and usage data.

### 3. Information You Should Not Submit Through Ordinary Forms

Do not submit passwords, full payment card numbers, Social Security numbers, private keys, recovery codes, protected health information, highly sensitive personal records, or other sensitive information through ordinary website forms unless JGittech specifically provides an approved secure method.

Customers should enter passwords personally whenever possible. If temporary access is needed for service, access should be handled through an approved service workflow, consent process, password manager, temporary password, or other controlled method.

### 4. Cookies, Analytics, Advertising, and Tracking Technologies

The Site may use cookies, pixels, analytics tools, advertising tools, embedded content, scheduling tools, payment links, spam filtering, and similar technologies. These technologies may support site operation, security, preferences, analytics, advertising, performance measurement, embedded services, payment processing, scheduling, and communication.

Examples may include tools such as Google Analytics, Google advertising tools, Meta advertising tools, Cookiebot or another cookie consent tool, hosting services, contact-form services, scheduling services, payment processors, and embedded third-party services.

Where required by law or configured on the Site, non-essential cookies or similar technologies may be managed through a consent tool. You may also control cookies through your browser settings. Disabling cookies may affect site functionality.

We do not sell personal information for money. Some privacy laws may define certain advertising or analytics disclosures as a "sale," "sharing," or targeted advertising. Where applicable, you may use available cookie tools, browser settings, or contact us to request applicable privacy choices.

## **5. How We Use Information**

We may use information to respond to inquiries, schedule appointments, provide services, verify customer identity and authorization, create and manage tickets, process payments, send invoices or receipts, document work, provide follow-up, manage subscriptions, deliver remote support, coordinate backup or security services, troubleshoot issues, and operate the business.

We may also use information to improve the Site, analyze traffic, measure marketing performance, prevent fraud or abuse, protect systems and customers, enforce agreements, handle disputes, comply with legal obligations, preserve records, support insurance or claims processes, and communicate service updates.

JGittech may use internal tools, including AI-assisted tools, for drafting, organization, diagnostics support, checklist creation, documentation, and research. JGittech policy is not to intentionally place customer passwords, private credentials, full payment details, or highly sensitive customer information into AI tools.

## **6. Payments and Billing**

Payments may be processed through third-party processors such as Square or another approved payment processor. JGittech does not store full payment card numbers on the Site.

Payment processors may collect and process payment information under their own terms, privacy policies, and security practices. JGittech may receive limited payment-related information such as payment status, transaction identifiers, receipt details, invoice status, customer name, contact details, partial card information, and related billing records.

## **7. How We Share Information**

We may share information with trusted service providers and business partners who help operate the Site and business. These may include payment processors, scheduling providers, contact-form providers, spam-prevention providers, analytics providers, advertising platforms, hosting providers, email and workspace providers, ticketing systems, backup providers, endpoint-protection vendors, accounting and payroll systems, telecom or connectivity providers, insurers, professional advisors, and other vendors needed to provide or support services.

We may also disclose information when necessary to comply with law, respond to legal process, protect rights or safety, prevent fraud or misuse, investigate security issues, collect unpaid amounts, resolve disputes, cooperate with insurers or advisors, or complete a business transaction such as reorganization, transfer, or sale of business assets.

JGittech does not sell personal information for money. We do not authorize service providers to use personal information for purposes unrelated to the services they provide to JGittech, except as permitted by their own terms and applicable law.

## **8. Customer Service Records**

JGittech may keep service records, tickets, invoices, receipts, authorization forms, backup notes, device intake notes, remote support notes, work summaries, incident reports, and related communications for business, accounting, legal, insurance, security, quality-control, and dispute-resolution purposes.

Do not ask JGittech to delete records that are needed for taxes, accounting, insurance, security, legal compliance, disputes, claims, audits, investigations, unpaid balances, or legal holds. Temporary copies of customer data created during service should be deleted or returned when no longer needed, subject to the applicable service documents and retention needs.

## **9. Data Retention**

We retain information for as long as reasonably necessary for the purposes described in this Policy, including providing services, maintaining business records, meeting legal, tax, accounting, insurance, security, and operational requirements,

resolving disputes, enforcing agreements, and preserving records during claims or legal holds.

Retention periods may vary based on the type of record, the customer relationship, the service performed, payment status, legal obligations, and business needs.

## **10. Security**

We use reasonable administrative, technical, and physical safeguards designed to protect information. These may include access controls, secure credential workflows, limited access to sensitive information, documentation controls, and vendor-based security tools.

No website, network, payment system, email system, remote support tool, backup system, or storage method is completely secure. JGittech cannot guarantee absolute security. Customers are responsible for using strong passwords, enabling MFA where appropriate, maintaining backups unless JGittech is expressly providing backup service, and avoiding submission of highly sensitive information through ordinary forms.

## **11. Privacy Rights and Choices**

Depending on your location and applicable law, you may have rights to request access to personal information, correction of inaccurate information, deletion, restriction, objection, portability, withdrawal of consent, or opt-out of certain analytics, advertising, sale, sharing, or targeted advertising activities.

To make a privacy request, contact us using the information below. We may need to verify your identity before acting on a request. Some requests may be denied or limited when retention is required or permitted for legal, accounting, tax, insurance, security, dispute, service-record, or operational reasons.

## **12. Marketing Communications**

If we send marketing emails or promotional communications, you may opt out using the unsubscribe method provided or by contacting us. Transactional, service, billing, appointment, safety, legal, or account-related communications may still be sent when necessary.

## **13. Children's Privacy**

The Site and JGittech services are not intended for individuals under eighteen (18) years old. We do not knowingly collect personal information from children. If you believe a child provided personal information, contact us so we can review and address the issue.

## **14. Compliance and Sensitive Data Boundaries**

JGittech provides general IT, cybersecurity-support, backup-support, Microsoft 365, endpoint-protection, website-development, and business-connectivity services. JGittech does not act as a HIPAA Business Associate unless a separate written Business Associate Agreement is fully executed.

Do not submit protected health information, regulated financial information, cardholder data beyond approved payment channels, or other regulated sensitive data through ordinary website forms. Customers remain responsible for determining and maintaining their own legal, regulatory, and industry compliance obligations.

## **15. Third-Party Websites and Services**

The Site may link to or embed third-party websites, tools, payment pages, scheduling systems, social platforms, maps, videos, carriers, vendors, manufacturers, or other services. JGittech is not responsible for third-party privacy practices, security, content, pricing, availability, or terms. Review third-party policies before using those services.

## **16. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. The "Last Updated" date shows when this Policy was last revised. Continued use of the Site or services after updates means the revised Policy applies going forward.

## **17. Contact Information**

JGittech LLC

Louisville, Kentucky 40208

United States

Website: <https://jgittech.com>

Phone: (502) 727-3294

Email: [joelgitter@jgittech.com](mailto:joelgitter@jgittech.com)

Public website privacy policy. Review before official use where legal, regulatory, or jurisdiction-specific privacy requirements may apply.