

UPDATED ONLINE PRIVACY POLICY AGREEMENT

Effective Date: January 25, 2024

Updated for SMS Use: June 27, 2025

Eleson Tanton Consulting, Inc. (doing business as ETC Managed IT) values its users' privacy. This Privacy Policy ("Policy") explains how we collect, use, and safeguard personal information from visitors to our website and users of our services, including SMS-based communication. This Policy reflects our ongoing commitment to privacy, transparency, and compliance with applicable privacy standards.

We reserve the right to modify this Policy at any time. Updated versions will be posted on our website. If any change is materially different from previously stated practices, affected users will be notified and may choose to opt out.

This Policy applies to all data collected via www.etcmanaged.com and related services. By using our website or services, you agree to the terms outlined below.

Information We Collect

We collect information you voluntarily provide to us, such as:

- Name, address, email address, phone number
- Billing and/or credit card information

We may also collect non-personal data, including:

- Browser type, IP address, operating system
- Demographic information such as age or household income (where voluntarily submitted)

Why We Collect Information

We collect data to:

- Provide services and fulfill user requests
- Improve our products and services
- Contact users about appointments or service-related needs
- Communicate promotional content (only with consent)

- Conduct market research or user satisfaction surveys (with consent)

Data is retained only as long as necessary for these purposes, based on legal obligations and our legitimate interests.

Use of Information Collected

ETC Managed IT does not sell, rent, or lease personal information. We may use your information to:

- Deliver the services you've requested
 - Inform you of service updates
 - Communicate via email, phone, or SMS for service-related issues
 - Conduct internal research or surveys
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SMS Communication Policy (Updated for Compliance)

ETC Managed IT uses SMS text messaging for **person-to-person** communication initiated by staff in relation to IT service, support, and scheduling. We **do not use SMS for marketing or promotional campaigns**.

How We Obtain Consent

We collect SMS opt-ins **verbally**, during onboarding or service calls. Clients are informed of the following prior to opt-in:

“By providing your number, you agree to receive service updates and support messages from ETC Managed IT. Msg & data rates may apply. Msg frequency varies. Reply HELP for help or STOP to unsubscribe. Your number will not be shared with any third parties. See our full Privacy Policy and Terms of Use.”

A record of opt-in is associated with the client's service record.

Opt-Out

Clients may reply **STOP** at any time to stop receiving SMS. They will receive:

“You have opted out of this conversational SMS service and will not receive further messages from this ETC Managed IT number. Reply START to resume.”

Help

Clients may reply **HELP** at any time to receive:

“For help with SMS messaging from ETC Managed IT, contact support@etcmanaged.com or call 334-828-7337.”

Privacy & Compliance

- **We do not share SMS opt-in data or consent information with third parties for marketing purposes.**
 - **Phone numbers are used solely for service-related messaging.**
 - **SMS data is securely stored and accessible only to authorized personnel.**
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Disclosure of Information

We may share information:

- As needed to deliver services
 - When required by law
 - With outside auditors or vendors bound by confidentiality
 - To protect our rights and enforce our terms
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Non-Marketing Communication

We may contact you regarding critical non-marketing matters such as security alerts or service outages.

Children Under 13

Our services are not directed at children under 13. We do not knowingly collect information from anyone under this age without parental consent.

Your Rights (GDPR & General Data Subject Rights)

As a user, you may:

- Request access, correction, or deletion of your data

- Opt out of communications or processing
- Request data portability
- Object to processing based on legitimate interests

Requests may be submitted to: **etadmin@etcmanaged.com**

Security

We use SSL encryption, firewalls, and role-based access to safeguard your data both online and offline.

Acceptance of Terms

By using our website or services, you accept the terms of this Privacy Policy.

Contact Us

Email: **etadmin@etcmanaged.com**

Phone: **334-828-7337**

Mail: **314 Ponderosa Dr, Midland City, AL 36350**

Data Controller: Eleson Tanton

Email: **eleson@etcmanaged.com**

Phone: **334-803-2276**

This policy includes disclosures required by GDPR and COPPA.