

# Privacy Policy for Avail Support Technology Services

**Effective Date: 01/12/25**

Avail Support Technology Services (“we,” “us,” or “our”) is committed to protecting your privacy and safeguarding your personal data. This Privacy Policy explains how we collect, use, disclose, and protect your information when you interact with us or use our services.

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## 1. Information We Collect

We may collect personal and non-personal information, including:

### a. Personal Information

- **Contact Information:** Name, email address, phone number, mailing address.
- **Payment Information:** Billing details, including payment card information (processed securely).
- **Account Information:** Login credentials, preferences, and communication records.

### b. Technical Information

- Device and browser information.
- IP address and geolocation data.
- Cookies and similar tracking technologies (see **Cookies Policy** below).

### c. Service-Related Information

- Details about the AV systems covered under our warranty services.
  - Reports of system failures, support requests, and maintenance records.
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## 2. How We Use Your Information

We use your data to:

- Provide and manage our services, including enhanced warranties and support.
  - Communicate with you regarding your account, service updates, or promotional offers.
  - Improve our services and website functionality.
  - Comply with legal obligations and resolve disputes.
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### 3. How We Share Your Information

We may share your information:

- **With Service Providers:** Third-party companies that help us deliver our services (e.g., payment processors, logistics companies, or IT support).
  - **For Legal Reasons:** When required by law or to protect our rights, property, or safety.
  - **In Business Transactions:** If we merge, sell, or restructure, your information may be transferred to the new entity.
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### 4. Data Security

We implement appropriate technical and organizational measures to safeguard your information. However, no data transmission or storage system is entirely secure. While we strive to protect your data, you share information at your own risk.

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### 5. Your Rights

Depending on your location, you may have the right to:

- Access, correct, or delete your personal data.
- Object to or restrict the processing of your data.
- Withdraw consent for data processing (if previously provided).
- File a complaint with a data protection authority.

To exercise these rights, please contact us at [sales@availsupport.co.uk](mailto:sales@availsupport.co.uk)

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### 6. Cookies Policy

We use cookies and similar technologies to enhance your experience on our website. Cookies help us understand user behavior, track performance, and personalize content. You can manage your cookie preferences in your browser settings.

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### 7. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for their privacy practices, and we encourage you to review their policies.

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## **8. Retention of Information**

We retain your personal data only as long as necessary to fulfill the purposes outlined in this policy or comply with legal obligations.

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## **9. Updates to This Privacy Policy**

We may update this policy to reflect changes in our practices or legal requirements. Updates will be posted on our website, and the effective date will be revised.

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## **10. Contact Us**

For questions or concerns about this Privacy Policy or your data, contact us at:

**Avail Support Technology Services**

Tele: 01256 513444

Email: [sales@availsupport.co.uk](mailto:sales@availsupport.co.uk)

Address : Namber House, 23 Davis Road, Chessington, Surrey KT9 1HS, United Kingdom

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This Privacy Policy ensures compliance with applicable laws, including GDPR, CCPA, and other privacy regulations.