



Privacy Policy Overview

Effective Date: January 24, 2025

At PlexxTech Solutions Inc. ("PlexxTech," "we," "us," or "our"), we are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you interact with our services, website, and other offerings. We are committed to complying with applicable privacy laws, including the General Data Protection Regulation (GDPR).

1. Scope of the Privacy Policy

This Privacy Policy applies to all personal data collected, processed, and stored by PlexxTech in connection with our services. It governs the use of our website, applications, and any interactions with our representatives. By using our services, you agree to the terms of this Privacy Policy.

2. Information We Collect

We collect the following types of information:

a. Personal Information

- Name, email address, phone number, and mailing address.
- Payment and billing information.
- Account login credentials (if applicable).

b. Technical Information

- IP address, browser type, operating system, and device type.
- Usage data, including pages visited, time spent on our site, and referring URLs.

c. Third-Party Data

- Information provided by third parties, such as analytics providers or partners.
 - Publicly available information from social media or professional platforms.
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3. How We Use Your Information

We use your information to:

1. Provide, improve, and personalize our services.
 2. Process payments and deliver products or services.
 3. Respond to inquiries and provide customer support.
 4. Analyze website performance and user behavior.
 5. Detect and prevent fraudulent or unauthorized activity.
 6. Send marketing and promotional communications (with your consent).
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4. Data Retention and Deletion

We retain personal data only as long as necessary to fulfill the purposes outlined in this policy or comply with legal obligations. If you wish to delete your personal information, you may contact us at connect@plexxtech.com to request data deletion.

5. Data Security Measures

We take your data security seriously and have implemented the following measures:

1. **Encryption:** All data in transit is encrypted using SSL/TLS, and sensitive data at rest is encrypted using AES-256.
 2. **Access Control:** Role-based access ensures only authorized personnel can access your information.
 3. **Regular Audits:** We conduct regular security audits and vulnerability assessments.
 4. **Multi-Factor Authentication (MFA):** MFA is enforced for internal systems and administrative access.
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6. Cookies and Tracking

We use cookies to improve user experience and analyze website performance. The types of cookies we use include:

1. **Functional Cookies:** Essential for website operation.

2. **Analytical Cookies:** Help us understand how users interact with our website.
3. **Marketing Cookies:** Deliver personalized advertising.

You can manage your cookie preferences through your browser settings or opt out via our cookie management tool on the website.

7. Sharing Your Information

We may share your information with:

1. **Third-Party Service Providers:** For payment processing, cloud storage, or analytics.
2. **Business Partners:** To facilitate joint services or promotions.
3. **Legal or Regulatory Authorities:** As required to comply with legal obligations.

All third parties are contractually obligated to protect your information and use it only for the specified purposes.

8. Your Rights

You have the following rights regarding your personal data:

1. **Access:** Request a copy of the personal data we hold about you.
2. **Correction:** Correct inaccuracies in your personal data.
3. **Deletion:** Request the deletion of your personal data.
4. **Portability:** Request your personal data in a structured, machine-readable format.
5. **Opt-Out:** Opt out of marketing communications at any time.

To exercise these rights, contact us at connect@plexxtech.com.

9. Children's Privacy

Our services are not intended for individuals under the age of 13 (or 16 where applicable by law). We do not knowingly collect personal data from children. If you believe we have inadvertently collected data from a minor, please contact us immediately.

10. Notification of Changes

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of significant updates by posting a notice on our website or emailing you at least 30 days before the changes take effect.

11. Contact Information

If you have questions or concerns about this Privacy Policy or how we handle your personal data, please contact us:

- **Email:** connect@plexxtech.com
- **Phone:** (416) 874-0550
- **Mail:** 106 Healey Rd., Unit #3, Bolton, ON, L7E5R3

Thank you for trusting PlexxTech Solutions with your personal information.