



PRIVACY POLICY

## The UI Guys

*Last Updated: March 29, 2026*

# 1. Introduction

The UI Guys ("we," "our," or "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, use our services, or interact with our client portal. Please read this privacy policy carefully. If you do not agree with the terms of this privacy policy, please do not access the site or use our services.

# 2. Information We Collect

## Personal Information

We may collect personal information that you provide directly to us, including:

- Name, email address, phone number, and business contact information
- Business information and technical requirements
- Network infrastructure details and system configurations
- Payment and billing information
- Support ticket information and communications

## Technical Information

In the course of providing IT services, we may collect:

- Network logs and system information
- Device configurations and security settings
- Performance metrics and diagnostic data
- Security incident reports and vulnerability assessments

# 3. How We Use Your Information

We use the information we collect to:

- Provide, maintain, and improve our IT services
  - Process transactions and manage billing
  - Provide technical support and respond to inquiries
  - Monitor and maintain network security
  - Comply with legal obligations and industry standards
  - Communicate important service updates and security alerts
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## 4. Information Sharing and Disclosure

We do not sell, trade, or rent your personal information to third parties. We may share your information only in the following circumstances:

- With trusted vendors and service providers who assist in our operations
  - When required by law or to protect our legal rights
  - In connection with a merger, acquisition, or sale of business assets
  - To prevent fraud or security threats to our systems or clients
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## 5. Data Security

We implement appropriate technical and organizational security measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction. These measures include encryption, secure data transmission, access controls, and regular security assessments. However, no method of transmission over the internet or electronic storage is 100% secure.

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## 6. Data Retention

We retain your personal information only as long as necessary to fulfill the purposes outlined in this privacy policy, comply with legal obligations, resolve disputes, and enforce our agreements. Technical data may be retained longer for network security and performance optimization purposes.

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## 7. Your Rights and Choices

Depending on your location, you may have the following rights:

- Access: Request information about the personal data we hold about you
  - Correction: Request correction of inaccurate personal information
  - Deletion: Request deletion of your personal information
  - Portability: Request a copy of your data in a structured format
  - Objection: Object to certain uses of your personal information
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## 8. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to enhance user experience, analyze website traffic, and improve our services. You can control cookie preferences through your browser settings. Our client portal may use session cookies for authentication and security purposes.

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## 9. Third-Party Services

Our website and services may contain links to third-party websites or integrate with third-party services. We are not responsible for the privacy practices of these external services. We encourage you to review the privacy policies of any third-party services you access.

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## 10. Children's Privacy

Our services are not intended for children under 13 years of age. We do not knowingly collect personal information from children under 13. If we become aware that we have collected personal information from a child under 13, we will take steps to delete such information.

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## 11. Changes to This Privacy Policy

We may update this privacy policy periodically to reflect changes in our practices or legal requirements. We will notify you of any material changes by posting the updated policy on our website and updating the "Last Updated" date. Your continued use of our services after such modifications constitutes acceptance of the updated policy.

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## 12. Contact Information

If you have questions about this privacy policy or our data practices, please contact us:

**The UI Guys**

Email: [contact@theiguys.com](mailto:contact@theiguys.com)

Phone: +1 (330) 506-8892

Service Area: Boardman, Canfield, Poland, OH

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## 13. Legal Compliance

This privacy policy is designed to comply with applicable privacy laws, including but not limited to the California Consumer Privacy Act (CCPA) and other state privacy regulations. We are committed to protecting your privacy rights and maintaining transparency in our data practices.

