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Privacy Policy

Your privacy is important to tekwerx. So we've developed a Privacy Policy that covers how we collect, use, disclose, transfer, and store your information. Please take a moment to familiarize yourself with our privacy practices and [let us know](#) if you have any questions

Collection and Use of Personal and Business Information

Personal and business information is data that can be used to uniquely identify or contact a single person or business entity.

You may be asked to provide your personal or business information anytime you are in contact with tekwerx or a tekwerx affiliated company. tekwerx and its affiliates may share this personal and business information with each other and use it consistent with this Privacy Policy. They may also combine it with other information to provide and improve our products, services, content, and advertising.

Here are some examples of the types of personal and business information tekwerx may collect and how we may use it.

What personal and business information we collect

When you contact, request any services offered, become a Client, purchase a product, attend training provided by, or participate in an online survey, tekwerx may collect a variety of information, including your name, business name, mailing address, phone number, email address, usernames, passwords, contact preferences, and credit card information.

How we use your personal and business information

The personal and business information we collect allows us to keep you posted on tekwerx's latest product announcements, software updates, and upcoming events. It also helps us to improve our services, content, and advertising.

We also use personal and business information to help us develop, deliver, and improve our products, services, content, and advertising.

From time to time, we may use your personal and business information to send important notices, such as communications about purchases and changes to our terms, conditions, and policies. Because this information is important to your interaction with tekwerx, you may not opt out of receiving these communications.

We may also use personal and business information for internal purposes such as auditing, data analysis, and research to improve tekwerx's products, services, and customer communications.

Collection and Use of Non-Personal Information

We also collect non-personal information – data in a form that does not permit direct association with any specific individual. We may collect, use, transfer, and disclose non-personal information for any purpose. The following are some examples of non-personal information that we collect and how we may use it:

We may collect information such as occupation, language, zip code, area code, unique device identifier, location, and the time zone where an tekwerx product is used so that we can better understand customer behavior and improve our products, services, and advertising.

We also may collect information regarding customer activities on our website, affiliate websites, and from our other products and services. This information is aggregated and used to help us provide more useful information to our customers and to understand which parts of our website, products, and services are of most interest. Aggregated data is considered non-personal information for the purposes of this Privacy Policy.

If we do combine non-personal information with personal and business information the combined information will be treated as personal and business information for as long as it remains combined.

Cookies and Other Technologies

As is true of most websites, we gather some information automatically and store it in log files. This information includes Internet Protocol (IP) addresses, browser type and language, Internet service provider (ISP), referring and exit pages, operating system, date/time stamp, and clickstream data.

We use this information to understand and analyze trends, to administer the site, to learn about user behavior on the site, and to gather demographic information about our user base as a whole. tekwerx may use this information in our marketing and advertising services.

In some of our email messages, we use a “click-through URL” linked to content on the tekwerx website. When customers click one of these URLs, they pass through a separate web server before arriving at the destination page on our website. We track this click-through data to help us determine interest in particular topics and measure the effectiveness of our customer communications. If you prefer not to be tracked in this way, you should not click text or graphic links in the email messages.

Disclosure to Third Parties

At times tekwerx may make certain personal and business information available to strategic partners that work with tekwerx to provide products and services, or that help tekwerx market to customers. For example, when you authorize tekwerx to collect a charge via credit card, tekwerx shares your personal and/or business information to the merchant processing partner. Personal information will only be shared by tekwerx to provide or improve our products, services and advertising; it will not be shared with third parties for their marketing purposes.

Service Providers

tekwerx shares personal information with companies who provide services such as information processing, extending credit, fulfilling customer orders, delivering products to you, managing and enhancing customer data, providing customer service, assessing your interest in our products and services, and conducting customer research or satisfaction surveys. These companies are obligated to protect your information and may be located wherever tekwerx operates.

Others

It may be necessary – by law, legal process, litigation, and/or requests from public and governmental authorities within or outside your country of residence – for tekwerx to disclose your personal information. We may also disclose information about you if we determine that for purposes of national security, law enforcement, or other issues of public importance, disclosure is necessary or appropriate.

We may also disclose information about you if we determine that disclosure is reasonably necessary to enforce our terms and conditions or protect our operations or users. Additionally, in the event of a reorganization, merger, or sale we may transfer any and all personal information we collect to the relevant third party.

Protection of Personal and Business Information

tekwerx takes precautions — including administrative, technical, and physical measures — to safeguard your personal information against loss, theft, and misuse, as well as against unauthorized access, disclosure, alteration, and destruction.

tekwerx's online services such as the tekwerx website, and its affiliates websites such as Mac Support Services, Mac Detroit, Mac IT, Michigan Apple Consultants, MacCloudOne and MacForceOne, use Secure Sockets Layer (SSL) encryption on all web pages where personal information is collected. To make purchases from these services, you must use an SSL-enabled browser such as Safari, Firefox, or Internet Explorer. Doing so protects the confidentiality of your personal information while it's transmitted over the Internet.

When you use some tekwerx products, services, or applications or post on an tekwerx forum, chat room, or social networking service, the personal information you share is visible to other users and can be read, collected, or used by them. You are responsible for the personal information you choose to submit in these instances. For example, if you list your name and email address in a forum posting, that information is public. Please take care when using these features.

Integrity and Retention of Personal and Business Information

tekwerx makes it easy for you to keep your personal information accurate, complete, and up to date. We will retain your personal information for the period necessary to fulfill the purposes outlined in this Privacy Policy unless a longer retention period is required or permitted by law.

Access to Personal and Business Information

You can help ensure that your contact information and preferences are accurate, complete, and up to date by contacting tekwerx through phone or email. For other personal and business information, we make good faith efforts to provide you with up to date contact information so you can request that we correct the data if it is inaccurate or delete the data if tekwerx is not required to retain it by law or for legitimate business purposes. We may decline to process requests that are unreasonably repetitive, require disproportionate technical effort, jeopardize the privacy of others, are extremely impractical, or for which access is not otherwise required by local law. Access, correction, or deletion requests can be made through the Contact Us Page.

Children

We do not knowingly collect personal information from children under 18. If we learn that we have collected the personal information of a child under 18 we will take steps to delete the information as soon as possible.

Third-Party Sites and Services

tekwerx websites, products, applications, and services may contain links to third-party websites, products, and services. Our products and services may also use or offer products or services from third parties – for example, a third-party iPhone app. Information collected by third parties, which may include such things as location data or contact details, is governed by their privacy practices. We encourage you to learn about the privacy practices of those third parties.

Our Companywide Commitment to Your Privacy

To make sure your personal information is secure, we communicate our privacy and security guidelines to tekwerx employees and strictly enforce privacy safeguards within the company.

Privacy Questions

If you have any questions or concerns about tekwerx's Privacy Policy or data processing, please [contact us](#).

tekwerx may update its Privacy Policy from time to time. When we change the policy in a material way, an updated copy can always be found at www.tekwerx.com/documents

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