

Grade A Technology Services – Privacy Policy

Effective Date: 01/01/2025

At **Grade A Technology Services**, we respect and protect your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal information, including information collected through our **SMS communications**, website, and other services.

1. Information We Collect

We may collect the following types of personal information:

- **Contact Information:** Name, phone number, email address, and mailing address.
- **Device Information:** IP addresses, browser types, and other data related to device usage on our website.
- **Communication Preferences:** Preferences related to receiving marketing and service-related communications via SMS or email.
- **Service Data:** Information related to your use of our IT and audio-visual services, including service requests, technical support, and billing details.

2. How We Use Your Information

We use your information for the following purposes:

- To provide IT and audio-visual services, including troubleshooting, device setup, and support.
- To send service-related updates, appointment reminders, and other notifications via **SMS** and **email**.
- To send promotional offers, updates, and news related to our services (only with your consent).
- To manage billing and account-related information.
- To improve our services by analyzing how customers interact with our website and communications.

3. Sharing Your Information

We do **not** sell, rent, or share your personal information with third parties without your consent, except in the following cases:

- **Service Providers:** We may share information with trusted service providers who assist us in delivering our services (e.g., SMS providers, payment processors).
- **Legal Obligations:** We may disclose your information when required by law or to protect our legal rights.

4. SMS Communications

By subscribing to our SMS services, you agree to receive **recurring text messages** related to service updates, promotions, and account information.

- You can opt out at any time by replying **STOP** to any SMS message.
- Standard message and data rates may apply.

5. Your Choices and Rights

- **Opt-Out of Marketing Communications:** You can opt out of marketing emails or SMS at any time by following the unsubscribe instructions provided in each communication.
- **Access and Correction:** You have the right to request access to the personal information we hold about you and request corrections if necessary.
- **Data Deletion:** You may request that we delete your personal information, subject to legal or operational obligations.

6. Data Security

We implement industry-standard security measures to protect your personal information from unauthorized access, disclosure, or misuse. However, no method of transmission over the Internet or via SMS is 100% secure.

7. Cookies and Tracking Technologies

Our website may use cookies and similar technologies to enhance user experience and analyze website performance. You can manage your cookie preferences through your browser settings.

8. Third-Party Links

Our website or communications may include links to third-party websites. We are not responsible for the privacy practices of these external sites.

9. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Any changes will be posted on our website with the updated effective date. Continued use of our services constitutes your acceptance of the revised policy.

10. Contact Us

If you have any questions or concerns regarding this Privacy Policy or how your information is handled, please contact us:

 info@gradeatech.us

 347-541-6467

 www.gradeatech.us

Grade A Technology Services – SMS Communication

Terms & Conditions

By subscribing to SMS notifications from **Grade A Technology Services**, you agree to the following terms and conditions:

1. Program Description

Grade A Technology Services uses SMS messaging to communicate with customers about important updates, service notifications, promotions, and other relevant information related to our **IT and audio-visual services**.

2. Consent to Receive Messages

By opting into our SMS program, you provide express consent to receive recurring text messages from **Grade A Technology Services** at the phone number you provided. Consent is **not** a condition of any purchase.

3. Message Frequency

The frequency of messages will vary based on your engagement with our services but will generally not exceed **4 messages per month**.

4. Opt-Out Instructions

You can opt out of receiving SMS messages at any time by replying **STOP** to any message you receive from us. After you opt out, you will receive a confirmation message, and you will no longer receive SMS communications from us.

5. Help Instructions

For assistance, reply **HELP** to any message or contact our customer support at info@gradeatech.us or call us at **(347) 541-6467**.

6. Message & Data Rates

Standard message and data rates may apply, depending on your mobile carrier plan. Grade A Technology Services is not responsible for any charges incurred by your wireless carrier.

7. Privacy & Data Use

We value your privacy. Your phone number and personal information will only be used for SMS communications as described in this agreement and in accordance with our [Privacy Policy](#). We will not sell, rent, or share your information with third parties without your consent.

8. Carriers & Delivery

SMS delivery is subject to effective transmission by your mobile carrier. Carriers are **not liable** for delayed or undelivered messages.

9. Changes to Terms

Grade A Technology Services reserves the right to modify these terms at any time. Continued participation in the SMS program constitutes your acceptance of such changes.

10. Contact Information

For questions or more information, please contact us at:

 info@gradeatech.us

 **347-541-6467**

 www.gradeatech.us

Let me know if you'd like to adjust any contact details or add more specific clauses!