

Privacy Policy

Patch My PC, LLC

Last Updated: March 19, 2026

This Privacy Policy (“Policy”) applies to you (“User”) and your use of patchmypc.com (the “Site” or “Website”), its software solutions (“Software”), or other Patch My PC services (collectively, “Services”). This Policy describes Patch My PC’s data collection and usage practices. This Policy outlines how we handle your personal information, which we will refer to simply as “Information.” If those two documents conflict, then the Terms of Service shall prevail over this Privacy Policy.

Section 1 of this Policy describes the types of Information we process as well as the purposes for which we process it. Section 2 provides transparency into the way we store the Information that we process. Section 3 explains the rights and choices you have with regard to your Information. Section 4 provides additional helpful information, including how you may contact us regarding your Information.

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Section 1: Collection and Usage of Your Information

1.1 Purpose of Data Collection

Patch My PC collects User Information (referred to herein interchangeably as “Data” or “Information”) to provide better products and services. Patch My PC does not knowingly collect personal information from persons under the age of 13. Our services are not directed to children under the age of 13.

1.2 Data Categories and How We Collect Information

(a) Website Usage

Patch My PC collects information about a user’s computer hardware and software as well as their website behavior information. This can include: your IP address, browser type, domain names, access times, and referring website addresses.

(b) Contact Information and Business Affiliation

Users may choose to provide contact information and business affiliation information, such as name, email, phone number, social media information, job title, and company name when they request a quote, trial, demo, or request support.

(c) Billing Information

Patch My PC collects billing information during a user’s purchase process and may include information such as tax exemption certificates, legal agreements, banking information, and credit card information.

(d) Telemetry Data

Patch My PC collects telemetry data through a User’s behavior with Patch My PC Software. Telemetry data includes customer information, subscription information, internal process tracking, and telemetry data (this data relates to error tracking, build information, application publication numbers, and catalog information).

(e) Correspondence

Voluntary correspondence data is collected when Users choose to correspond directly with Patch My PC or interact on the Patch My PC Forum. Users may volunteer their email address, contents of email messages, and contents of forum posts.

1.3 How We Will Use Your Data

Patch My PC may use User information in the following ways. These examples are not exhaustive; Patch My PC may use your Information in ways not described below.

(a) Website Usage

Patch My PC may use your Website Usage data to operate and improve its website.

(i) Automatically Collected Information.

This Information is used for the operation of the service, to maintain quality of the service, improvement of the service, and to provide general statistics regarding use of the Site.

(ii) Personalization.

We use Information Users provide to us to enable Users to personalize their online experience.

(b) Contact Information, Business Affiliation, and Billing Information.

Patch My PC may use this Information to process orders and payments, manage accounts, prompt renewal notices, and marketing.

(c) Telemetry Data.

Patch My PC uses this telemetry data to detect problems, communicate with Users, to improve the services, and diagnose problems.

1.4 How We Share Your Data

(a) Service Providers/Sub-processors

We share your Information with third parties that provide services to us, such as billing, data storage, quality assurance, web hosting, security, fraud prevention, and marketing. We engage these kinds of third parties with contracts that require them to use your personal information only to deliver the services for which we have engaged the third party and as required by law. Customer may view a list of all Subprocessors in the [PMPC Trust Center](#) as well as subscribe to receive notifications of changes to the Subprocessor list.

(b) Business Transfers

We may share or transfer Information in connection with, or during negotiations for, any merger, sale of assets, financing, bankruptcy, or acquisition of all or a part of our business.

(c) The Public

Public posts on our sites (for example, message boards, blogs, forums) may be read, collected, and used by others.

(d) For Legal Purposes

We may disclose Information if required by law or if necessary to protect or assert our legal rights, safety, investigate fraud, or comply with a law, court order, or legal process.

Section 2: Storage of Your Information**2.1 Site Security Protocols.**

Patch My PC secures User Information using TLS 1.2 or greater encryption to protect it from unauthorized access, use, or disclosure during transmission.

When personal information is transmitted to other websites, it is protected using encryption, such as the Secure Sockets Layer (SSL) protocol, specifically TLS 1.2 and above. We strive to take appropriate security measures to protect against unauthorized access to or alteration of User Information. While we make every reasonable effort to help ensure the integrity and security of our network and systems, you should understand that no data storage system or data transmission over the internet or any other public network can be guaranteed to be completely secure, accurate, complete, or current.

2.2 Data Storage Sites.

Patch My PC may store your data on its servers and on servers provided by third party hosting vendors with whom we have contracted.

2.3 Data Retention.

Patch My PC will generally keep Information associated with your account until it is no longer necessary to provide Services, subject to any legal obligations to further retain such information. Users may also request deletion of their Data. Patch My PC may retain information to comply with the law, prevent fraud, collect fees, resolve disputes, troubleshoot problems, assist with investigations, comply with audit requirements, enforce the Terms of Service, and take other actions permitted by law. The information we retain will be handled in accordance with this Privacy Policy.

2.4 Data Breach Response.

Patch My PC will notify impacted Users of any breach of unencrypted Data as required by applicable law.

Section 3: Your Privacy Rights and Choices

3.1 Your Rights.

You have a right to the following:

- (a) To request access to the Information we hold about you;
- (b) To request that we rectify/correct or erase your Information;
- (c) To request that we restrict or block the processing of your Information;
- (d) Under certain circumstances, to receive Information that we store and transmit without hindrance from us, including requesting that we provide your Information directly to another party, i.e., a right to data portability; and
- (e) Where we previously obtained your consent, to withdraw consent to processing your Information.

3.2 How to Exercise Your Rights.

To exercise these rights, contact us using one of the methods in the Contact Information section, below. Please be aware that Patch My PC may be unable to afford these rights to you under certain circumstances, such as if we are legally prevented from doing so. Additionally, you have the right to lodge a complaint against us. To do so, contact the supervisory authority in your country of residence.

Section 4: Miscellaneous

4.1 Changes to this Privacy Policy.

Patch My PC may change the provisions of this Privacy Policy to reflect changes with regards to its processing of personal data and will always post the most up-to-date version on our website.

4.2 Transfers.

Patch My PC's services are operated from the United States. If you are located outside of the United States you acknowledge and understand that your information will be transferred, processed, and stored in the United States.

We use recognized transfer mechanisms and safeguards (for example, DPF, SCCs, UK Addendum, adequacy decisions, or other lawful bases) to enable transfers of personal data to the U.S. We do not rely on your agreement to this Policy as the legal basis for transfers. Patch My PC relies on the EU-U.S./UK Extension/Swiss-U.S. Data Privacy Framework where applicable for the transfer of personal data from those jurisdictions to the U.S. but may also, in appropriate cases, rely on other bases, such as the Standard Contractual Clauses (SCCs).

We participate in and have certified the EU-U.S. Data Privacy Framework (EU-U.S. DPF), the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. Data Privacy Framework (Swiss-U.S. DPF). If there is any conflict between this Privacy Policy and the DPF Principles, the DPF Principles govern. Learn more at <https://www.dataprivacyframework.gov/>.

To exercise your DPF rights, contact us using the information in section 4.3 below. We commit to resolve DPF-related complaints within 45 days and refer unresolved complaints to JAMS at <https://www.jamsadr.com/dpf-dispute-resolution>. Under certain conditions you may invoke binding arbitration. The U.S. Federal Trade Commission has jurisdiction over our DPF compliance. We remain responsible for onward transfers of personal information. We may be required to disclose personal information in response to lawful requests by public authorities.

4.3 Contact Information.

Patch My PC welcomes your questions about our processing of your Information and comments regarding this Policy. You may reach us at:

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