

Privacy Policy

Patch My PC, LLC

Last Updated: April 16, 2024

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 information. By using the Patch My PC Services, you consent to the data practices described in this Privacy Policy along with our Terms of Service. If those two documents conflict, then the Terms of Service shall prevail over this Privacy Policy.

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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 interchangeably as “Data” or “Information”) to provide better products and services. Patch My PC does not knowingly collect personally identifiable information from persons under the age of thirteen. If you are under the age of thirteen, you must ask your parent or guardian for permission to use this website.

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 using Google Analytics and using cookies. A cookie is a text file that is placed on a User’s hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses. Cookies are uniquely assigned and can only be read by a web server in the domain that issued the cookie to you.

(b) Personally Identifiable Information

Users may choose to provide Personally Identifiable Information (“PII”) 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) Voluntary Correspondence.

Voluntary correspondence Data is collected when Users 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.

Information about a User's computer hardware and software is automatically collected by Patch My PC. This Information can include: your IP address, browser type, domain names, access times, and referring website addresses. This Information is used for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the Site.

(ii) Cookies.

The Site uses "cookies" to help Users personalize their online experience. One of the primary purposes of cookies is to save you time. For example, if you personalize Patch My PC pages, or register with a Patch My PC site or service, a cookie helps Patch My PC to recall your Information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, and shipping addresses. When you return to the same Patch My PC website, the information you previously provided can be retrieved so you can easily use the Patch My PC features that you customized.

Users can accept or decline cookies within their web browser settings. If Users choose to decline cookies, they may not be able to fully experience the interactive features of the Patch My PC Services.

(ii) Links to External Websites.

The Website contains links to other sites. We are not responsible for the content or privacy practices of other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site.

(b) Personally Identifiable Information and Billing Information.

Patch My PC may use your PII data to process orders, manage accounts, prompt renewal notices, and send email offers.

(c) Telemetry Data.

Telemetry data is collected through automated processes and is used to improve customer experiences by monitoring security, application health, quality, and performance of services. Patch My PC uses this data to detect problems, communicate with Users, and diagnose problems.

Section 2: Storage of Your Information

2.1 Site Security Protocols.

Patch My PC secures User Information using TLS1.2 or greater encryption to protect it from unauthorized access, use, or disclosure.

When personal information (such as a credit card number) is transmitted to other websites, it is protected using encryption, such as the Secure Sockets Layer (SSL) protocol, specifically TLS1.2 and above. We strive to take appropriate security measures to protect against unauthorized access to or alteration of User Information. Unfortunately, no data transmission over the Internet or any wireless network can be guaranteed to be 100% secure. As a result, you acknowledge that:

- (a) there are inherent security and privacy limitations with the Internet which are beyond our control;
- (b) security, integrity, and privacy of all information exchanged between you and us through our Services cannot be guaranteed.

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 Breach Response.

Patch My PC will notify impacted Users of any breach of unencrypted Data within 72 hours of Patch My PC being aware of a breach.

Section 3: Your Rights

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 at any time 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. United States privacy laws may not be as protective as those in your jurisdiction.

4.3 Contact Information. Patch My PC welcomes your comments regarding this Privacy Policy. If you believe that Patch My PC has not adhered to this Statement, please contact Patch My PC at:

Patch My PC, LLC
PO Box 1436
Castle Rock, Colorado 80104
Telephone number: +1-800-250-2334

List of sub-processors

Entity name	Processing Activity	Personal data Types	Scopes	Data Activity	Location
Microsoft	Cloud Service Provider, Email service Provider	First Name, Surname, Email Address, IP Address	Every person that is communicating with Patch My PC	Stored	US & EEA
Hubspot	Marketing system	First Name, Surname, Email Address, Social Media profile IDs/links	Every person that is communicating with Patch My PC for marketing purposes.	Stored	US
Front	Customer communication platform	First Name, Surname, Email Address	Every person that is communicating with Patch My PC	Stored	US
Method	CRM system	First Name, Surname, Email Address, Social Media profile IDs/links	Every person that is communicating with Patch My PC	Stored	US
Calendly	Meeting scheduling system	First Name, Surname, Email Address	Every person that is booking meetings with Patch My PC	Stored	US
DocuSign	Digital contract management system	First Name, Surname, Email Address	Personal data from persons receiving or signing/consulting legal documents.	Stored	US

Tidio	Chat helpdesk tool	First name, surname, email address	Persons asking questions to our support team via chat.	Stored	EEA
Intuit	Accounting software	First Name, Surname, Email Address	Personal data can be stored on billing information	Stored	US
ClickUp	Project Planning & Contract Flow Software	First Name, Surname, Email Address	Personal data can be stored in contract information.	Stored	US
Zapier	Integration Automation	First Name, Surname, Email Address	Personal data can be processed, as part of connecting data between systems, for Contracts and aquisition.	Processed	US
SeamlessAI	Sales Automation	First Name, Surname, Email Address	Personal data, correlation for building better leads.	Stored	US
Salesforce	CRM system, Ticketing helpdesk tool	First Name, Surname, Email Address, Social Media profile IDs/links	Every person that is communicating with Patch My PC	Stored	US