

# Privacy Policy

**Last updated:** 12/29/2025

PCRx Inc. (“Company,” “we,” “our,” or “us”) respects your privacy and is committed to protecting the personal and business information you share with us. This Privacy Policy explains how we collect, use, disclose, and safeguard information obtained through our website and our managed IT services.

## 1. Information We Collect

We may collect the following types of information:

### A. Information You Provide Voluntarily

- Name
- Company name
- Email address
- Phone number
- Job title
- Billing and payment information
- Support requests or communications
- Any information submitted via contact forms, service requests, or email

### B. Automatically Collected Information

When you visit our website, we may automatically collect:

- IP address
- Browser type and version
- Device type
- Pages visited and time spent on our site
- Referring URLs
- Cookies and similar tracking technologies

## 2. How We Use Your Information

We use collected information to:

- Provide and manage IT support and managed services
- Respond to inquiries and support requests
- Deliver contracted services
- Communicate service updates, security notices, or administrative messages
- Improve our website and services
- Process payments and billing
- Comply with legal and regulatory obligations

## 3. Managed Services & Client Data

As a managed services provider, we may have access to client systems, networks, and data solely for the purpose of delivering contracted services.

- We **do not claim ownership** of client data.
- Access to client data is **limited, role-based, and logged**.
- Client data is handled in accordance with service agreements, confidentiality obligations, and applicable laws.
- We do not use client data for marketing or resale purposes.

## 4. Cookies and Tracking Technologies

Our website may use cookies or similar technologies to:

- Enable website functionality
- Analyze website traffic
- Improve user experience

You may disable cookies through your browser settings, though some site features may not function properly.

## 5. Information Sharing and Disclosure

We do **not sell or rent** personal information.

We may share information only:

- With trusted third-party vendors who assist in operating our website or services (e.g., payment processors, cloud service providers)
- When required by law, subpoena, or legal process
- To protect our rights, property, or safety, or that of our clients
- With client authorization or as outlined in service agreements

All third parties are required to maintain appropriate confidentiality and security measures.

## 6. Data Security

We implement administrative, technical, and physical safeguards designed to protect information against unauthorized access, disclosure, alteration, or destruction, including:

- Access controls
- Encryption where appropriate
- Secure authentication
- Industry-standard security practices

However, no method of transmission over the Internet is 100% secure, and we cannot guarantee absolute security.

## 7. Data Retention

We retain personal and client information only for as long as necessary to:

- Fulfill service obligations
- Comply with legal and regulatory requirements
- Resolve disputes and enforce agreements

## 8. Your Rights and Choices

Depending on your location, you may have the right to:

- Request access to your personal information
- Request correction or deletion of your data
- Opt out of certain communications

Requests may be submitted using the contact information below.

## 9. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites.

## 10. Children's Privacy

Our services and website are not directed to children under 13, and we do not knowingly collect personal information from children.

## 11. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page with a revised “Last updated” date.

## 12. Contact Information

If you have questions about this Privacy Policy or our data practices, please contact:

**PCRx Inc.**

**Email:** [help@pcrx.biz](mailto:help@pcrx.biz)

**Phone:** (804)402-7279

**Address:**

PCRx, Inc.

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North Chesterfield, VA 23235