



Last Updated: February 25, 2025

At KH IT Services LLC ("we," "us," or "our"), we value the privacy and security of your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website at www.khitservices.com (the "Site") and use our services. By using the Site, you agree to the terms outlined in this Privacy Policy.

1. Information We Collect

We collect several types of information in connection with the services we provide:

A. Personal Information:

- Identification Information: Name, email address, phone number, company name, etc.
- Payment Information: Credit card details, billing address, etc., if applicable.
- Account Information: Username, password, and other details necessary to access your account, if applicable.

B. Usage Data:

- Information on how you interact with our Site, including IP addresses, browser types, referral sources, and pages viewed.

C. Cookies and Tracking Technologies:

- We use cookies and similar tracking technologies to enhance the user experience and analyze usage patterns. For more details, please refer to our [Cookie Policy].

2. How We Use Your Information

We use the information we collect for several purposes, including:

- To provide, improve, and personalize our services.
- To process payments and fulfill transactions.
- To communicate with you regarding your account, updates, and service-related information.
- To send marketing communications, including promotions, newsletters, and offers.
- To respond to customer inquiries and provide support.

3. Opting In and Out of SMS Communications

A. Opting In: If you choose to receive SMS communications from us, you must opt in by providing your mobile phone number. You can opt in by:

- Written/Expressed Consent
- Implied Opt-in: User initiates conversation by texting keyword from their mobile device.
- Verbal Opt-in: User agrees at our location or over the phone.
 - A double opt-in is required in this circumstance and a follow-up message will be sent to the user.

Mobile information sharing: By opting in, you consent to receive SMS messages related to your account, updates, and other communications.

- Text "HELP" for assistance

We do not share your mobile information with third parties for marketing purposes.

B. Opting Out: You can opt out of receiving SMS communications at any time by:

- Texting "STOP" following any automated message you receive.
- Texting "UNSUBSCRIBE" following any automated message you receive
- Contacting our team at support@needitservices.com to request removal from SMS communications.

Once you opt out, you will stop receiving further SMS messages from us, unless you opt back in at a later time.

C. Message Frequency and Costs:

- SMS messages may include transactional messages (e.g., appointment reminders, account updates) and promotional messages (e.g., discounts, offers).
- Message frequency may vary depending on the nature of your interactions with us.
- Standard message and data rates may apply through your mobile carrier.

4. How We Share Your Information

We may share your personal information in the following circumstances:

- Service Providers: We may share your data with third-party vendors that provide services on our behalf, such as payment processors, hosting providers, and marketing platforms.
- Legal Compliance: We may disclose your information when required by law, to comply with legal processes, or to protect our legal rights and the safety of others.



- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your personal information may be transferred to the new owner.

We do not sell your personal information to third parties.

5. Data Security

We implement reasonable security measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. However, no method of transmission over the Internet or electronic storage is completely secure, and we cannot guarantee the absolute security of your information.

Data Transfer Commitment: We commit not to transfer your personal data to external organizations without your consent, except as necessary to provide our services.

6. Your Data Protection Rights

We have strict policies and procedures in place to prevent unauthorized sharing of your data.

Depending on your location and applicable laws, you may have the following rights regarding your personal information:

- **Access:** You can request a copy of the personal data we hold about you.
- **Correction:** You can request corrections to any inaccurate or incomplete personal data.
- **Deletion:** You can request that we delete your personal data, subject to certain exceptions.
- **Opting Out:** You have the right to opt out of marketing communications at any time.

To exercise any of these rights, please contact us at support@needitservices.com.

7. Children's Privacy

Our services are not intended for individuals under the age of 13. We do not knowingly collect or solicit personal information from children under 13. If we learn that we have collected personal information from a child under 13, we will delete that information as soon as possible.



KH IT SERVICES LLC

Small and Medium Business IT

8. Updates to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page, and the "Last Updated" date at the top of the page will be revised accordingly. We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your information.

9. Contact Us

If you have any questions about this Privacy Policy or our privacy practices, please contact us at:

KH IT Services LLC

Email: support@needitservices.com

Phone: (512) 886-5448

Address: 3201 Bee Caves Rd

Ste 120-163402

Austin, TX 78746