

PRIVACY POLICY

Navatek Solutions

Effective Date: February 9, 2026

THIS PRIVACY POLICY APPLIES TO:

- Navatek Solutions (www.navateksolutions.com)
- Navatek Support (www.navateksupport.com)
- Navatek Gaming (www.navatekgaming.com)

This Privacy Policy describes how Navatek Solutions ("Navatek," "we," "us," or "our") collects, uses, discloses, and protects your personal information when you use our websites, services, software, and remote support tools (collectively, the "Services"). By using our Services, you consent to the data practices described in this Privacy Policy.

1. INTRODUCTION

Navatek is committed to protecting your privacy and ensuring the security of your personal information. We understand that when you grant us remote access to your devices or share information with us, you are placing your trust in our organization. This Privacy Policy explains what information we collect, how we use it, with whom we share it, and the choices you have regarding your information.

This Privacy Policy should be read in conjunction with our Terms and Conditions, which govern your use of our Services. If you do not agree with this Privacy Policy, you should not use our Services.

2. DEFINITIONS

As used in this Privacy Policy:

- **"Personal Information"** means any information that identifies, relates to, describes, or is capable of being associated with a particular individual, including but not limited to name, email address, phone number, billing address, payment information, IP address, device identifiers, and usage data.
- **"Technical Data"** means system information, device configurations, performance metrics, error logs, installed software lists, and other technical data collected during remote support sessions.
- **"Cookies"** means small text files stored on your device by our websites to track preferences, session information, and analytics data.

- **"Processing"** means any operation performed on Personal Information, including collection, recording, organization, storage, adaptation, retrieval, consultation, use, disclosure, transmission, deletion, or destruction.

3. INFORMATION WE COLLECT

We collect several types of information to provide and improve our Services. The information we collect depends on how you interact with us.

3.1 Information You Provide Directly

When you register for an account, schedule a service, subscribe to a plan, or contact our support team, you may provide:

- **Contact Information:** Name, email address, phone number, mailing address
- **Account Credentials:** Username, password, security questions
- **Payment Information:** Credit card number, billing address, payment method details (processed securely through third-party payment processors)
- **Device Information:** Device names, operating systems, serial numbers (for device registration)
- **Support Inquiries:** Issue descriptions, correspondence with support technicians, chat logs
- **Business Information:** Company name, business address, tax identification number (for business customers)

3.2 Information Collected Automatically

When you visit our websites or use our Services, we automatically collect certain information:

- **Usage Data:** Pages visited, links clicked, features used, time spent on pages, referring websites
- **Device and Browser Information:** IP address, browser type and version, device type, screen resolution, operating system, language preferences
- **Cookies and Tracking Technologies:** Session cookies, persistent cookies, web beacons, pixel tags, analytics identifiers
- **Location Data:** Approximate geographic location based on IP address (not precise GPS coordinates)

3.3 Information Collected During Remote Support Sessions

When you grant us remote access to your device for technical support, we may collect and view:

- **System Information:** Operating system version, hardware specifications, processor type, RAM, storage capacity, graphics card details
- **Software Inventory:** List of installed applications, software versions, drivers, plugins, browser extensions

- **Performance Metrics:** CPU usage, memory usage, disk usage, network bandwidth, temperature readings, startup times
- **Diagnostic Logs:** Error messages, crash reports, event logs, system logs, application logs
- **Network Configuration:** IP addresses, DNS settings, firewall configurations, router information, network adapters
- **Security Information:** Antivirus status, Windows Defender settings, firewall status, security updates installed
- **Screen Content:** Visual access to your screen during remote sessions (only while session is active and with your explicit permission)

IMPORTANT: We do NOT intentionally collect, store, or access your personal files, documents, photos, videos, emails, passwords, financial records, or other private content unless you explicitly direct us to do so as part of troubleshooting a specific technical issue. If access to such content is necessary, our technicians will request your permission first.

3.4 Information from Third-Party Sources

We may receive information about you from third-party sources, including:

- **Payment Processors:** Transaction confirmations, payment status updates (e.g., Stripe, PayPal)
- **Marketing Partners:** Lead information if you found us through a referral program or advertising campaign
- **Public Sources:** Business information from public directories or databases (for business customers)

4. HOW WE USE YOUR INFORMATION

We use the information we collect for the following purposes:

4.1 To Provide and Improve Services

- Deliver remote technical support, troubleshooting, and problem resolution
- Create and manage your account
- Process payments and billing
- Schedule and coordinate support sessions
- Install, configure, and maintain monitoring agents and remote-access software
- Provide proactive monitoring, security alerts, and performance notifications
- Improve our Services based on usage patterns and feedback

4.2 To Communicate with You

- Respond to your inquiries and support requests
- Send appointment confirmations, reminders, and follow-up messages
- Provide service updates, security alerts, and system notifications

- Send billing statements, payment confirmations, and subscription renewal notices
- Share important policy changes, Terms and Conditions updates, or Privacy Policy revisions

4.3 For Marketing and Promotional Purposes

- Send promotional emails about new services, features, or special offers (you may opt out at any time)
- Conduct customer satisfaction surveys and request feedback
- Personalize your experience based on your preferences and usage history

4.4 For Security and Fraud Prevention

- Detect, prevent, and respond to fraud, unauthorized access, or security threats
- Monitor and analyze security incidents
- Verify identity and authenticate users
- Protect against malicious, deceptive, or illegal activity

4.5 For Legal Compliance and Business Operations

- Comply with legal obligations, court orders, and government requests
- Enforce our Terms and Conditions and other policies
- Resolve disputes and handle customer complaints
- Maintain business records and perform accounting and auditing functions
- Analyze aggregate usage trends and statistics (anonymized data)

5. HOW WE SHARE YOUR INFORMATION

We do NOT sell or rent your Personal Information to third parties for their marketing purposes. However, we may share your information in the following circumstances:

5.1 Service Providers and Business Partners

We may share your information with trusted third-party service providers who assist us in operating our business and delivering Services, including:

- **Payment Processors:** Stripe, PayPal, and other payment gateways to process transactions securely
- **Cloud Service Providers:** Amazon Web Services (AWS), Microsoft Azure, or other hosting providers for data storage and infrastructure
- **Remote Access Software Vendors:** Providers of remote desktop tools and monitoring software (e.g., TeamViewer, AnyDesk, ConnectWise)
- **Email and Communication Services:** Email delivery platforms and customer communication tools
- **Analytics Providers:** Google Analytics and similar services to analyze website traffic and user behavior

- **Customer Support Tools:** Ticketing systems, live chat platforms, and CRM systems

These service providers are contractually obligated to use your information only for the purposes we specify and to maintain appropriate security measures. They are prohibited from using your Personal Information for their own purposes.

5.2 Legal Requirements and Protection of Rights

We may disclose your information if required or permitted by law, including:

- In response to subpoenas, court orders, or other legal processes
- To comply with government or regulatory investigations
- To enforce our Terms and Conditions, Privacy Policy, or other agreements
- To protect the rights, property, safety, or security of Navatek, our customers, or the public
- To detect, prevent, or investigate fraud, security breaches, or illegal activity

5.3 Business Transfers

In the event of a merger, acquisition, reorganization, asset sale, bankruptcy, or other business transaction, your information may be transferred to the acquiring entity or successor organization. We will notify you via email or prominent notice on our website before your information is transferred and becomes subject to a different privacy policy.

5.4 With Your Consent

We may share your information with third parties when you provide explicit consent or direct us to do so. For example, if you authorize us to coordinate with your IT department or third-party vendor on your behalf.

5.5 Aggregated and Anonymized Data

We may share aggregated, anonymized, or de-identified data that cannot reasonably be used to identify you. This data may be used for research, analytics, marketing, or other business purposes and may be shared with partners, advertisers, or the public.

6. COOKIES AND TRACKING TECHNOLOGIES

We use cookies and similar tracking technologies to enhance your experience, analyze usage patterns, and deliver personalized content.

6.1 Types of Cookies We Use

- **Essential Cookies:** Required for basic website functionality, such as maintaining your session, remembering login credentials, and enabling core features. These cookies cannot be disabled.

- **Performance Cookies:** Collect information about how you use our website, such as which pages you visit most often and whether you encounter errors. This data helps us improve website performance.
- **Functionality Cookies:** Remember your preferences and settings, such as language selection, time zone, and display preferences.
- **Advertising and Analytics Cookies:** Track your browsing activity to deliver targeted advertisements and measure campaign effectiveness. These cookies may be set by third-party advertisers and analytics providers (e.g., Google Analytics, Facebook Pixel).

6.2 Managing Cookies

You can control and manage cookies through your browser settings. Most browsers allow you to block or delete cookies, although doing so may affect your ability to use certain features of our website. To learn more about managing cookies, visit your browser's help section:

- Google Chrome: Settings > Privacy and Security > Cookies
- Mozilla Firefox: Settings > Privacy & Security > Cookies and Site Data
- Safari: Preferences > Privacy > Cookies and Website Data
- Microsoft Edge: Settings > Privacy, Search, and Services > Cookies

6.3 Do Not Track (DNT) Signals

Some browsers offer a "Do Not Track" (DNT) feature that signals websites not to track your browsing activity. At this time, there is no universally accepted standard for how to respond to DNT signals, and we do not currently respond to DNT signals. However, you can disable cookies through your browser settings as described above.

7. DATA RETENTION

We retain your Personal Information only for as long as necessary to fulfill the purposes for which it was collected, comply with legal obligations, resolve disputes, enforce our agreements, and provide ongoing Services.

7.1 Retention Periods

- **Account Information:** Retained for as long as your account is active and for up to seven (7) years after account closure for legal, tax, and compliance purposes.
- **Payment and Billing Records:** Retained for seven (7) years in accordance with tax and accounting regulations.
- **Support Session Data:** Technical Data and session logs are retained for up to ninety (90) days for quality assurance and troubleshooting purposes, unless longer retention is required for ongoing support.
- **Marketing Communications:** Retained until you opt out or unsubscribe, after which your email address is added to our suppression list to prevent future marketing emails.

- **Website Analytics:** Usage data and analytics are typically retained for up to twenty-six (26) months.

7.2 Data Deletion

When Personal Information is no longer needed, we securely delete or anonymize it in accordance with industry best practices. Deleted data may persist in backup systems for up to ninety (90) days before being permanently purged. In some cases, we may retain certain information in anonymized or aggregated form for analytical purposes.

8. DATA SECURITY

We take the security of your Personal Information seriously and implement reasonable administrative, technical, and physical safeguards to protect against unauthorized access, disclosure, alteration, or destruction.

8.1 Security Measures

- **Encryption:** All data transmitted between your device and our servers is encrypted using TLS/SSL (Transport Layer Security). Payment information is encrypted using industry-standard encryption protocols.
- **Access Controls:** Access to Personal Information is restricted to authorized employees, contractors, and service providers who need the information to perform their job functions. All personnel are bound by confidentiality obligations.
- **Secure Remote Access:** Remote support sessions use secure, encrypted connections. Sessions are terminated immediately after service completion, and remote access is not maintained unless you have subscribed to ongoing monitoring services.
- **Regular Security Audits:** We conduct regular security assessments, vulnerability testing, and system audits to identify and address potential security risks.
- **Employee Training:** All employees receive training on data security best practices and privacy obligations.

8.2 Limitations of Security

While we strive to protect your Personal Information, no method of transmission over the internet or electronic storage is completely secure. We cannot guarantee absolute security, and you acknowledge that you provide information at your own risk. You are responsible for maintaining the confidentiality of your account credentials and for any activity that occurs under your account.

9. YOUR PRIVACY RIGHTS

Depending on your location, you may have certain rights regarding your Personal Information under applicable privacy laws, including the California Consumer Privacy

Act (CCPA), Virginia Consumer Data Protection Act (VCDPA), and other state privacy regulations.

9.1 Access and Portability

You have the right to request access to the Personal Information we hold about you. You may also request a copy of your information in a portable, machine-readable format.

9.2 Correction and Updating

You have the right to request that we correct inaccurate or incomplete Personal Information. You may update your account information at any time by logging into your account or contacting our support team.

9.3 Deletion

You may request that we delete your Personal Information, subject to certain exceptions. We may retain certain information as required by law or for legitimate business purposes, such as completing transactions, resolving disputes, or enforcing our agreements.

9.4 Opt-Out of Marketing Communications

You may opt out of receiving promotional emails by clicking the "unsubscribe" link in any marketing email or by contacting us at info@navateksolutions.com. Please note that even if you opt out of marketing communications, we may still send you transactional or service-related messages, such as billing statements, appointment confirmations, and security alerts.

9.5 Do Not Sell My Personal Information

We do NOT sell your Personal Information to third parties for monetary or other valuable consideration. If our practices change in the future, we will update this Privacy Policy and provide you with an opportunity to opt out.

9.6 Non-Discrimination

You have the right to exercise your privacy rights without fear of discriminatory treatment. We will not deny you Services, charge you different prices, or provide a different level of service solely because you exercised your privacy rights.

9.7 How to Exercise Your Rights

To exercise any of the rights described above, please contact us at:

Email: info@navateksolutions.com

Phone: (505) 482-0549

We will respond to your request within forty-five (45) days. If additional time is needed, we will notify you of the extension and the reason for the delay. We may require verification of your identity before processing your request to protect your privacy and prevent unauthorized access.

10. CHILDREN'S PRIVACY

Our Services are not directed to children under the age of 13, and we do not knowingly collect Personal Information from children under 13. If we become aware that we have inadvertently collected information from a child under 13 without proper parental consent, we will take steps to delete that information as soon as possible.

Parents or guardians may authorize support for devices used by minors under their care. In such cases, the parent or guardian is responsible for providing consent and is bound by this Privacy Policy on behalf of the minor.

11. CALIFORNIA PRIVACY RIGHTS (CCPA)

If you are a California resident, you have additional rights under the California Consumer Privacy Act (CCPA).

11.1 Right to Know

You have the right to request disclosure of the categories and specific pieces of Personal Information we have collected about you, the sources from which it was collected, the purposes for which it is used, and the categories of third parties with whom we share it.

11.2 Right to Delete

You have the right to request deletion of your Personal Information, subject to certain exceptions (e.g., legal compliance, fraud prevention, or completing transactions).

11.3 Right to Opt-Out of Sale

As stated above, we do NOT sell your Personal Information. If this practice changes, we will provide a clear "Do Not Sell My Personal Information" link on our website.

11.4 Authorized Agent

You may designate an authorized agent to submit requests on your behalf. We may require written proof of authorization and verification of your identity before processing such requests.

11.5 Shine the Light Law

California's "Shine the Light" law (Civil Code Section 1798.83) allows California residents to request information about disclosures of Personal Information to third parties for direct marketing purposes. As stated above, we do not share your Personal Information with third parties for their direct marketing purposes.

12. VIRGINIA, COLORADO, CONNECTICUT, AND UTAH PRIVACY RIGHTS

If you are a resident of Virginia, Colorado, Connecticut, or Utah, you have rights under your state's consumer data protection laws, including the right to access, correct, delete, and obtain a copy of your Personal Information. You also have the right to opt out of the processing of your Personal Information for targeted advertising or the sale of Personal Information (we do not engage in these practices).

To exercise these rights, please contact us using the information provided in Section 9.7. If we deny your request, you have the right to appeal our decision by contacting us at info@navateksolutions.com.

13. INTERNATIONAL DATA TRANSFERS

Navatek is based in the United States, and your information is processed and stored on servers located in the United States. If you are accessing our Services from outside the United States, please be aware that your information may be transferred to, stored, and processed in the United States, where data protection laws may differ from those in your country.

By using our Services, you consent to the transfer of your information to the United States and acknowledge that U.S. law will govern the processing of your Personal Information. We take steps to ensure that your information is treated securely and in accordance with this Privacy Policy.

14. THIRD-PARTY LINKS AND SERVICES

Our websites and Services may contain links to third-party websites, applications, or services that are not owned or controlled by Navatek. This Privacy Policy applies only to our Services. We are not responsible for the privacy practices or content of third-party sites.

We encourage you to review the privacy policies of any third-party sites you visit. Providing your information to third-party sites is at your own risk, and we disclaim any liability for their data practices.

15. CHANGES TO THIS PRIVACY POLICY

We reserve the right to update, modify, or revise this Privacy Policy at any time to reflect changes in our practices, technology, legal requirements, or other factors. Any changes will be effective immediately upon posting the revised Privacy Policy on our website. The "Effective Date" at the top of this Privacy Policy indicates when the most recent changes were made.

We encourage you to review this Privacy Policy periodically. If we make material changes that significantly affect your rights, we will notify you by email or by posting a prominent notice on our website prior to the changes taking effect. Your continued use of our Services after any changes constitutes your acceptance of the revised Privacy Policy.

16. CONTACT INFORMATION

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us at:

Navatek Solutions

Farmington, New Mexico, USA

Email: info@navateksolutions.com

Phone: **(505) 482-0549**

For privacy-related inquiries or to exercise your privacy rights, please include "Privacy Request" in the subject line of your email. We will respond to your inquiry within forty-five (45) days.

ACKNOWLEDGMENT OF PRIVACY POLICY

BY USING NAVATEK SERVICES, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD, AND AGREE TO THE COLLECTION, USE, AND DISCLOSURE OF YOUR PERSONAL INFORMATION AS DESCRIBED IN THIS PRIVACY POLICY.

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