

Privacy Policy

Privacy Statement

We (MCHSoft, DBA Smart Home Solutions) take your privacy very seriously. Your data are handled with utmost care. Rest assured that your data are handled in the same responsible manner we would like our private data to be handled. We want to make sure you use our service without any concerns.

Section 1 – What do we do with your information?

When you purchase something from our site, as part of the buying and selling process, we collect the personal information you give us such as your name, address, phone number and email address.

Email: We may send you emails about your payments, invoices, schedule for instalations.

SMS: We may send you SMS about your payments, invoices, schedule for instalations, ETA about our technician.

Section 2 – Consent

How do you get my consent?

When you provide us with personal information to complete a transaction, verify your credit card, place an order, arrange for a schedule installation, we imply that you consent to our collecting it and using it for that specific reason only.

We never ask for your personal information for a secondary reason, like marketing.

How do I withdraw my consent?

If after you opt-in, you change your mind, you may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, at anytime, by contacting us at pcofficer@mchsoft.com.

Section 3 – Disclosure

We may disclose your personal information if we are required by law to do so or if you violate our Terms of Service.

Section 4 – Data Storage

Our site is hosted on various Cloud storage providers like Godaddy, Amazon and Google. They store your data on a secure server behind a firewall and information is transmitted through a secure socket transfer protocol.

Payment:

If you choose a direct payment gateway to complete your purchase, then <https://authorize.net/> stores your credit card data. It is encrypted through the Payment Card Industry Data Security Standard (PCI-DSS). Your purchase transaction data is stored only as long as is necessary to complete your purchase transaction. After that is complete, your purchase transaction information is deleted.

All direct payment gateways adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover.

PCI-DSS requirements help ensure the secure handling of credit card information by our site and its service providers.

For more insight, you may also want to read <https://usa.visa.com/legal/privacy-policy.html>.

Section 5 – Third-Party Service

In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us.

However, certain third-party service providers, such as

payment gateways and other payment transaction processors, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions.

For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers.

In particular, remember that certain providers may be located in or have facilities that are located a different jurisdiction than either you or us. So if you elect to proceed with a transaction that involves the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located.

As an example, if you are located in Canada and your transaction is processed by a payment gateway located in the United States, then your personal information used in completing that transaction may be subject to disclosure under United States legislation, including the Patriot Act.

Once you leave our site's website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website's Terms of Service.

Section 6 – Security

To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

If you provide us with your credit card information, the information is encrypted using secure socket layer technology (SSL) and stored with a AES-256 encryption. Although no method of transmission over the Internet or electronic storage is 100% secure, we follow all PCI-DSS requirements and implement additional generally accepted industry standards.

Section 7 – Age of consent

By using this site, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site.

Section 8 – Changes to This Privacy Policy

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you

here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

If our site is acquired or merged with another company, your information may be transferred to the new owners so that we may continue to sell products to you.

QUESTIONS AND CONTACT INFORMATION

If you would like to: access, correct, amend or delete any personal information we have about you, register a complaint, or simply want more information contact our Privacy Compliance Officer at pcofficer@mchsoft.com or use our contact page and select privacy as matter on the dropdown list at <https://mchsoft.com/mail.php>.