

Reliable Network Solutions LLC (RNS) — Privacy Policy

Effective Date: 10/30/2025

Reliable Network Solutions LLC (“RNS,” “we,” “us,” or “our”) values your privacy. This Privacy Policy explains how we collect, use, disclose, and protect personal information when you visit our website, use our services, or communicate with our team.

By accessing or using our website or services, you agree to the terms of this Privacy Policy.

1. Overview

At RNS, your privacy is important to us. We are committed to transparency, security, and ethical handling of your personal data. This policy outlines:

- What information we collect
 - How we use and protect it
 - When and why we share it
 - Your rights and options regarding your personal data
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2. Information We Collect

RNS collects personal and business information necessary to deliver our services, support clients, and improve user experiences.

A. Personal Identification Information

- Full name
- Email address
- Phone number
- Mailing or service address
- Job title or business affiliation

B. Account and Service Information

- Login credentials (for portals or service platforms)
- Project, appointment, and service history

- Device and network configuration details
- Communications and support records

C. Financial and Transaction Data

- Payment information (processed through secure, third-party gateways)
- Billing address and transaction history

D. Technical and Usage Data

- IP address, browser type, and operating system
- Device identifiers and diagnostics
- Website usage analytics (e.g., pages visited, time on site, referring links)
- Cookies or similar tracking technologies

E. Recruitment & Apprenticeship Data

- Resumes, applications, or professional profiles
- Employment or training history
- Background details voluntarily submitted by applicants

3. How We Collect Data

We collect personal data through:

- Website forms, contact pages, or newsletter sign-ups
- Email, phone, and in-person communications
- Service delivery, installation, and support processes
- Automated tools like cookies and analytics systems
- Job and apprenticeship applications

4. How We Use Collected Data

Your information helps us to:

- Deliver requested IT, network, and support services

- Process transactions and manage client accounts
 - Communicate updates, support notices, or promotional content (with consent)
 - Improve website functionality, content, and security
 - Recruit and train employees or apprentices
 - Comply with legal, tax, and regulatory obligations
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5. Data Sharing and Disclosure

RNS only shares personal data when necessary for business operations or as required by law. We **do not sell or rent** your personal information.

We may share information with:

- **Trusted Service Providers** — For hosting, payment processing, analytics, or customer support (bound by confidentiality agreements)
 - **Business Operations** — With employees, contractors, or affiliates who need access to perform job duties
 - **Legal Compliance** — When required to meet legal obligations or protect our rights and property
 - **Business Transfers** — In cases of merger, acquisition, or sale, data may be transferred under continued protection
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6. Data Retention and Security

RNS retains personal data only as long as necessary to fulfill business, legal, or operational needs.

We implement strong safeguards to protect your data, including:

- Encrypted data storage and transmission
 - Restricted internal access to confidential information
 - Regular security audits and system updates
 - Staff training on privacy and cybersecurity best practices
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7. Your Rights and Choices

Depending on your jurisdiction, you may have certain rights regarding your personal data, such as:

- **Access:** Request a copy of the personal data we hold about you.
- **Correction:** Update or correct inaccuracies.
- **Deletion:** Request removal of your personal data when legally permissible.
- **Restriction:** Limit processing of certain information.
- **Opt-Out:** Withdraw consent for marketing or cookie-based tracking.

To exercise these rights, contact us at admin@reliablenetworksit.com.

We will respond in accordance with applicable data protection laws.

8. Cookies and Tracking Technologies

Our website may use cookies, web beacons, and similar technologies to:

- Enhance site functionality and navigation
- Analyze usage patterns for improvements
- Personalize user experience

You can adjust your browser settings to refuse cookies; however, this may limit some website features.

9. Third-Party Links and External Sites

Our website may include links to third-party websites or services.

RNS is not responsible for the content, security, or privacy practices of these external sites.

We encourage visitors to review the privacy policies of any third-party websites they interact with.

10. Data Protection for Minors

RNS does not knowingly collect or solicit personal information from children under the age of 13.

If you believe a minor has provided personal data to us, please contact **admin@reliablenetworksit.com**, and we will promptly delete the information.

11. Updates to This Policy

We may update this Privacy Policy periodically to reflect changes in business practices or legal requirements.

All revisions will be posted on this page with an updated **“Effective Date.”**

Continued use of our website or services after updates are posted constitutes your acceptance of the revised policy.

12. Contact Us

For questions or concerns about this Privacy Policy, please contact:

Reliable Network Solutions LLC (RNS)

 Email: admin@reliablenetworksit.com

 Address: 7600 State Route 31, Lyons, NY 14489

 Website: www.reliablenetworksit.com

Reliable Network Solutions LLC (RNS)

Empowering People. Connecting Communities.