



JS NETWORK SOLUTIONS – PRIVACY POLICY

Effective Date: 1/9/2026

Last Updated: 1/9/2026

JS Network Solutions (“JS Network Solutions,” “we,” “us,” or “our”) respects your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard information when you visit our website, contact us, or use our technology services (collectively, the “Services”).

This Privacy Policy applies to individuals and businesses located in Massachusetts, Rhode Island, and Connecticut.

1. SCOPE AND ROLES

Website Visitors vs. Service Clients

- Website visitors: Information may be collected automatically (e.g., IP address, browser details).
- Service clients: We may handle device, network, and system information strictly to deliver requested Services.

Client Data Handling

When providing Services, you may authorize us to access devices, networks, accounts, configurations, logs, backups, cloud dashboards, or cloud services. Access is limited to what is reasonably necessary to perform the Services requested. We do not intentionally access personal files unless required to complete a task you authorize.

2. INFORMATION WE COLLECT

Information You Provide Directly

- Name, phone number, email address, and service address
- Scheduling details and service requests

- Device and system information relevant to support
- Billing and transaction records
- Credentials you choose to provide

Information Collected Automatically

- IP address and general location (city/state)
- Browser type and device information
- Website usage and security logs

Information Encountered During Services

- Network configurations and firewall settings
- System logs, alerts, and diagnostics
- Device identifiers (serial numbers, MAC addresses)
- Files visible during troubleshooting

3. HOW WE USE INFORMATION

We use information to:

- Deliver and perform requested Services
- Communicate regarding scheduling, approvals, and updates
- Prepare estimates, invoices, and receipts
- Secure, maintain, and troubleshoot systems
- Prevent fraud, abuse, and unauthorized access
- Comply with legal and regulatory obligations

4. PAYMENTS AND BILLING (SQUARE)

We use Square to process payments. Payment card information is handled directly by Square and is not stored on our systems. Transaction records may be retained for accounting, tax, dispute resolution, and compliance purposes.

5. SERVICE PROVIDERS AND THIRD PARTIES

We may share limited information with trusted third-party service providers solely as necessary to operate and deliver Services.

- Cloudflare – DNS, CDN, and security services. May process IP addresses and traffic metadata.
- DigitalOcean – Hosting and infrastructure services. May process server logs and technical metadata.
- AnyDesk – Remote support software. Sessions require client authorization and are not recorded unless explicit consent is provided.

Additional vendors (ISPs, manufacturers, or cloud providers) may be contacted at the Client's request or when necessary to complete Services.

6. DATA STORAGE AND SECURITY

We use reasonable administrative, technical, and physical safeguards to protect information.

Certain service records may be stored on a local NAS or business systems encrypted using Apple FileVault. Access is restricted to authorized use for business purposes.

No method of transmission or storage is completely secure. We cannot guarantee absolute security.

7. DATA RETENTION

We retain information only as long as reasonably necessary to:

- Provide Services and follow-up support
- Meet legal, accounting, and tax obligations
- Resolve disputes and enforce agreements

Retention periods vary based on record type and legal requirements.

8. DATA BREACH NOTIFICATION

If we experience a security incident involving personal information, we will comply with applicable breach notification laws in Massachusetts, Rhode Island, and Connecticut, including notification to affected individuals and regulators when required by law.

9. YOUR PRIVACY RIGHTS

You may request to:

- Access personal information we hold about you
- Correct inaccurate information
- Request deletion of certain information (subject to legal retention requirements)
- Opt out of non-essential communications

Requests may be submitted using the contact information below.

10. CHILDREN'S PRIVACY

Our Services are not directed to children under the age of 13. We do not knowingly collect personal information from children under 13.

11. EXTERNAL LINKS

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

12. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time. Changes will be reflected by the “Last Updated” date above. Continued use of our Services constitutes acceptance of the revised policy.

13. CONTACT INFORMATION

JS Network Solutions

Email: info@jsnetworksolutions.net

Phone: (508) 341-9367

Privacy requests should include your name, contact information, and the nature of your request.