

ePlus HelpDesk Internal Alerts (e-Lerts) Privacy Policy

At ePlus HelpDesk, we know you care about your personal privacy. Because we care, we have adopted the practices described in this Privacy Policy. You should carefully read the information contained in this Privacy Policy when opting into e-Lerts.

Our Collection and Use of Your Personal Information

ePlus HelpDesk Internal Alerts, also known as e-Lerts are intended only for internal employees and internal use only. Under no circumstances will we be sharing, selling, renting or otherwise disclosing your Personally Identifiable Information (PII) with any affiliated or unaffiliated third parties for marketing purposes. Your mobile phone number will only be used for sending out HelpDesk alerts regarding the situations described in our terms of service and in the next section.

Information You Provide To Us and Use Cases

When you opt into ePlus HelpDesk Internal Alerts (e-Lerts) we require that you provide mobile phone number, as well as alerts you would like to receive.

By providing this Personally Identifiable Information to us, you explicitly agree to our collection and usage of such information as described in this Privacy Policy. We use your Personally Identifiable Information to send you alerts related to emergencies such as service outages, closures due to weather or power, messages to confirm your safety during catastrophic events or to verify your identity to the HelpDesk in situations where you cannot otherwise authenticate yourself.

Security Procedures to Protect Information

We maintain numerous security standards and procedures to help prevent unauthorized access to confidential information about you. Our system uses a combination of encryption technology and authentication to protect your Personally Identifiable Information. We update and test our security technology on an ongoing basis. We have procedures limiting employee access to Personally Identifiable Information to those employees who have a business reason to know such information.

Notices and Changes to Our Privacy Policy

In the event of any conflict between the terms of this Privacy Policy and any terms and conditions, then the terms and conditions shall control.

As our business changes, this Privacy Policy and other policies are expected to change from time to time, and we reserve the right to change our policies at any time. The use of your information is subject to the Privacy Policy in effect at the time of use. The provisions contained

herein supersede all previous notices or statements regarding our privacy practices with respect to our Site. We may, but are not required to, email periodic reminders of our notices and terms and conditions and post any changes to the Privacy Policy on our Site. We encourage you to check our Site frequently to see the current Privacy Policy in effect and any changes that may have been made to them.