



Privacy Policy

AMIGOS TECH LLC designs, installs, and supports smart home systems, networks, and audio and video systems. That work happens inside your home or business and connects to your network, so we hold ourselves to a clear standard about what we collect and what we will never do with it. This policy explains it in plain language.

01 Information we collect

WHEN YOU CONTACT US

- Your name, mobile phone number, and email address
- The content of the message you send us
- The service address where you need work done

WHEN WE PROVIDE SERVICES

- Details about your property relevant to the installation, such as room layout, wiring paths, and existing equipment
- Information about your network and devices, including router and network configuration, device names, IP and MAC addresses, and system settings
- Credentials you provide so we can configure your equipment, such as your Wi-Fi password or the login for a smart home, camera, or streaming platform
- Service records, including work performed, equipment installed, and warranty information

AUTOMATICALLY, ON OUR WEBSITE

- Basic technical data collected by our website host, such as IP address, browser type, and pages viewed, used only to keep the site working and secure
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02 Access to your network, cameras, and systems

This is the part that matters most to our customers, so we want to be direct about it.

- We access your network, cameras, or smart home systems only to install, configure, troubleshoot, or repair them, and only with your permission.

- We do not view, download, record, copy, or store your camera footage, audio recordings, or the contents of your personal files. If a repair requires us to verify that a camera or microphone is working, we confirm the feed is live and nothing more.
 - Any footage or recordings your system captures belong to you. They are stored on your equipment or in the account you control with the manufacturer or platform provider. We do not maintain our own copy.
 - Credentials you give us are used only for the job at hand and are not shared with anyone outside our team. You can and should change any password you shared with us once the work is complete.
 - If we set up remote support access, we will tell you, and we will only connect when you request help. You may revoke that access at any time.
 - We never install monitoring, tracking, or data collection tools on your systems for our own purposes.
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03 How we use your information

- Respond to your message and schedule service
- Design, install, configure, and support the systems you hire us to work on
- Provide warranty service and follow up on prior work
- Send you service-related updates about work in progress
- Keep business records and comply with applicable law

We do not use your information for advertising, profiling, or automated decision-making.

04 Text messaging

When you tap Contact Us, your phone's messaging app opens a message addressed to us. Sending that message means you are contacting us first and consenting to receive text message replies from us at that number.

- Message frequency varies and depends on your conversation with us.
- Message and data rates may apply, depending on your mobile carrier plan.
- Reply STOP at any time to stop receiving text messages from us. Reply HELP for assistance.
- Consent to receive text messages is not a condition of purchasing any product or service.

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Text messaging originator opt-in data and consent are excluded from all sharing categories described in this policy; this information will not be shared with any third parties.

05 We do not sell or share your information

AMIGOS TECH, LLC. does not sell, rent, trade, or release your personal information to third parties. The only exceptions are:

- Service providers who help us operate the business, such as our website host and our messaging or telephone provider. They may only process your information to deliver that service to us, and may not use it for their own purposes.
- Manufacturers and platform providers whose equipment we install, where registering a product, activating a warranty, or opening an account in your name requires it. We do this only with your knowledge, and your relationship with those companies is governed by their own privacy policies.
- Legal obligations, where disclosure is required to comply with a law, regulation, court order, or lawful request from a government authority, or to protect our rights, safety, or property.

We never share your information with advertisers, data brokers, lead generation companies, or third-party analytics for marketing purposes.

06 How long we keep your information

We keep contact information and service records as long as needed to support your systems, honor warranties, and meet our legal and accounting obligations. Credentials and network details are kept only as long as needed to service your system, and are deleted when you ask us to or when our work for you ends.

07 Security

We use reasonable administrative and technical safeguards to protect your information, including limiting access to the technicians working on your job. No method of transmission or storage is completely secure, so we cannot guarantee absolute security.

08 Your rights

You may ask us at any time to:

- Access the personal information we hold about you
- Correct information that is inaccurate, incomplete, or out of date
- Delete your information
- Object to or limit how we use it
- Withdraw your consent, including consent to receive text messages
- Revoke any remote access we have to your systems

To make a request, contact us at info@amigostech.com . We will respond within 30 days.

09 Children's privacy

Our website and services are not directed to children under 13, and we do not knowingly collect their personal information. If you believe a child has provided us information, contact us and we will delete it.

10 Links to other sites

Our website may link to other websites, including manufacturer and platform sites. We are not responsible for their privacy practices, and this policy does not apply to them.

11 Changes to this policy

We may update this policy from time to time. The current version will always be posted on this page with a new effective date. If we want to use your information for a purpose not described here, we will ask for your consent first.

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