

Customer Data Privacy Policy

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Manual: **Information Technology**

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1: Customer Data Privacy

Our organization is committed to protecting the privacy and security of our customers' data. This Customer Data Privacy Policy outlines how we manage, process, and safeguard customer data per industry best practices. We understand that privacy is important to you, and we strive to supply a policy that is detailed yet easy to read and understand. If you have any questions or concerns about this policy, please reach out to our team.

2: Purpose

This policy sets up guidelines and procedures for the collection, usage, storage, and disclosure of customer data to ensure its privacy and security. We aim to follow applicable privacy regulations and maintain the confidentiality, integrity, and availability of customer data entrusted to us.

3: Scope

This policy applies to all customer data collected, processed, and stored by our organization. It covers data received from customers or generated as part of our services. It applies to all employees, contractors, and third-party vendors who handle customer data on our behalf.

4: Definitions

- **Customer Data:** Any information, including personal, sensitive, or confidential data, provided to us by our customers or generated using our services.
- **Personal Data:** Any information that identifies or can be used to identify an individual, such as names, email addresses, contact details, or financial information.
- **Sensitive Data:** Any information that requires special protection due to its nature or potential consequences, such as Social Security numbers, credit card details, health information, or any other data specifically identified as sensitive by applicable regulations.
- **Confidential Data:** Information that is not publicly available and is subject to confidentiality obligations or agreements.

5: Our Commitments

All procedures and work instructions regarding the use of customer data must adhere to our commitment to data privacy and follow these guidelines.

5.1: Data Handling

- We collect and use customer data solely for the purpose of supplying our services and meeting contractual obligations.
- We do not sell, rent, or lease customer data to any third parties.
- We adhere to data minimization principles, collecting and keeping only the minimum amount of data necessary to fulfill the intended purpose.
- We may use customer data for risk assessment, fraud prevention, compliance monitoring, improving our services, and enhancing security.

5.2: Data Storage and Security

- Customer data is stored securely using industry-standard practices to protect against unauthorized access, disclosure, alteration, or destruction.
- We implement administrative, technical, and physical safeguards to ensure the confidentiality, integrity, and availability of customer data. These safeguard include, but are not limited to risk assessments, physical plant security, testing, anti-malware and intrusion protections, user cybersecurity training, anti-phishing protections, data classification and segmentation, and the encryption of data at rest and in motion.
- Access to customer data is granted on a need-to-know basis, and all personnel with access are subject to strict confidentiality obligations and undergo regular cybersecurity training.
- We keep customer data only as long as necessary to fulfill the purpose for which it was collected or as required by law.

5.3: Data Disclosure and Sharing

- We may disclose customer data to third parties only in compliance with legal obligations, court orders, government regulations, or with the customer's explicit consent.
- Third-party vendors and service providers who process customer data on our behalf are selected based on their ability to meet our security and privacy requirements.
- We enter into contractual agreements with third parties to ensure they manage customer data securely and comply with our policies.

5.4: Third-Party Testing and Assessments

- To ensure the effectiveness of our data protection measures, we engage a reputable third-party testing service to conduct regular assessments and penetration testing.
- These assessments help name vulnerabilities, ensure compliance with security best practices, and enable us to address any identified issues promptly.

6: Conclusion

Protecting the data entrusted to us is our utmost priority. We are committed to maintaining the privacy, security, and confidentiality of sensitive information in accordance with industry standards and applicable regulations. By entrusting us with your data, you can be confident that we will take every reasonable measure to protect it from unauthorized access, disclosure, or misuse.

If you have any questions or concerns about this policy, please do not hesitate to contact us. We value your privacy and are always here to address any inquiries you may have.