

Data Protection and Confidentiality Agreement for Carlson Solutions LLC

Effective Date: August 16, 2025

Contact Information:

Carlson Solutions LLC

29592 295th Lane

Lindstrom, MN 55045

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1. Introduction

Carlson Solutions LLC ("we," "us," or "our") is committed to protecting the confidentiality and security of your data during the provision of our IT services, including computer repairs, data transfers, network setup, security camera system installations, and recurring remote management services. This Data Protection and Confidentiality Agreement ("Agreement") outlines our practices for handling client data for both individual and business clients ("Client" or "you") in Minnesota and surrounding areas. By engaging our services, you agree to the terms of this Agreement, which supplements our Privacy Policy and Terms of Service.

2. Scope of Data Access

To perform requested services, our technicians may need to access, view, or modify the following types of data:

- **Device Data:** Files, settings, software, or hardware information on your devices (e.g., computers, servers, or security cameras) necessary for repairs, diagnostics, data transfers, or installations.
- **Login Credentials:** Usernames, passwords, or other access details you provide to enable service completion (e.g., accessing systems for network setup or remote management).
- **Security Camera Data:** Footage or system logs accessed during setup, maintenance, or troubleshooting of security camera systems.
- **Website Data:** Contact information (e.g., name, email, phone number) collected via Formspreen on our websites (cjc24.com or carlsonsolutionsmn.com) for service inquiries.

We limit access to only the data necessary to complete the requested service.

3. Confidentiality Obligations

- **Non-Disclosure:** We will not copy, share, or use your data for any purpose other than performing the requested service. Any data viewed during services (e.g., files during data transfers or camera footage during setup) is treated as confidential.
- **Technician and Contractor Protections:** All technicians and independent contractors involved in our services sign confidentiality agreements to protect your data. Contractors, when used (e.g., for website maintenance or specialized IT tasks), are bound by the same confidentiality standards as our employees.
- **Secure Handling:** Login credentials or sensitive data provided by you are used only for the duration of the service and are not stored unless explicitly requested by you in writing.

4. Data Security Measures

We implement the following measures to safeguard your data:

- **Access Restrictions:** Only authorized personnel access your data, and only to the extent required for the service.
- **Data Minimization:** We collect and process only the data necessary to complete the service or comply with legal obligations.
- **Secure Transmission:** Any data transmitted (e.g., via Formspree or during remote management) is handled using secure protocols to prevent unauthorized access.
- **Non-Retention:** Device data, security camera footage, or logs accessed during services are not retained after service completion unless required for ongoing remote management or by law.

5. Client Responsibilities

- **Data Backup:** You are responsible for backing up your data prior to any service (e.g., repairs or data transfers). We are not liable for data loss due to pre-existing issues or service processes.
- **Accurate Information:** You must provide accurate login credentials or system access details to enable service completion. Failure to provide necessary access may result in service delays or termination.
- **Privacy Instructions:** If you have specific instructions regarding data handling (e.g., limiting access to certain files or areas), please provide them in writing before service begins.

6. Photography for Advertising

- We may take photographs of completed work (e.g., installed security cameras or network setups) solely for advertising on third-party platforms or our websites (cjc24.com and carlsonsolutionsmn.com).
- Photographs will not include personally identifiable information, sensitive data, or private areas unless you provide written consent.
- If you object to photographs being taken or used, please notify us in writing before service begins.

7. Third-Party Involvement

- **Service Providers:** We may engage third-party providers (e.g., Formspree for website inquiries or software vendors for IT tools) to facilitate services. These providers are bound by confidentiality agreements and comply with our Privacy Policy.
- **Independent Contractors:** Contractors occasionally assist with services (e.g., website maintenance or specialized IT tasks) and are required to sign confidentiality agreements to protect your data.
- **No Data Sharing:** We do not sell, trade, or share your data with third parties for marketing or other purposes unrelated to the requested service.

8. Data Retention and Deletion

- **Retention:** We retain data only as long as necessary to complete the service or comply with legal obligations (e.g., contact and payment information for Minnesota tax purposes).
- **Deletion:** Device data, security camera footage, or logs accessed during services are not retained after service completion unless required for recurring remote management services or by law.
- **Client Requests:** You may request confirmation of data deletion after service completion by contacting us in writing.

9. Liability for Data Loss

- We are not liable for data loss, corruption, or unauthorized access resulting from pre-existing device conditions, third-party software issues, or your failure to back up data.
- Our liability is limited to the amount paid for the service in question, as outlined in our Terms of Service.

10. Compliance with Laws

We comply with all applicable Minnesota and federal data protection and consumer privacy laws. This includes ensuring proper handling of data collected via our websites and during services, as well as applying Minnesota sales tax to recurring services and new equipment installations.

11. Client Rights

- **Access Instructions:** You may provide specific instructions to limit data access before services begin. Please submit these in writing via email or at the time of service request.
- **Opt-Out:** For website data collection via Formspree, you may opt out of providing certain information by not submitting forms. For SMS communications, reply “STOP” to opt out.
- **Concerns:** If you have concerns about data handling, please contact us before services begin to discuss your preferences.

12. Changes to This Agreement

We may update this Agreement to reflect changes in our services or legal requirements. The updated Agreement will be posted on our websites (cjc24.com and carlsonsolutionsmn.com) with a revised effective date. Continued use of our services after changes constitutes acceptance of the updated Agreement.

13. Contact Us

If you have questions, concerns, or requests regarding this Agreement or our data handling practices, please contact us at:

Carlson Solutions LLC

29592 295th Lane

Lindstrom, MN 55045

Email: contact@carlsonsolutionsmn.com

Phone: (651) 348-0615

By engaging our services, you acknowledge that you have read, understood, and agree to be bound by this Data Protection and Confidentiality Agreement.