

# Privacy Policy for Carlson Solutions LLC

**Effective Date: August 16, 2025**

## **Contact Information:**

Carlson Solutions LLC

29592 295th Lane

Lindstrom, MN 55045

Email: [contact@carlsonsolutionsmn.com](mailto:contact@carlsonsolutionsmn.com)

Phone: (651) 348-0615

## **Introduction**

Carlson Solutions LLC ("we," "us," or "our") is committed to protecting the privacy and security of your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you engage our IT services, including computer repairs, data transfers, network setup, and security camera system installations across Minnesota and surrounding areas. By using our services, you agree to the practices described in this policy. If you have questions or concerns, please contact us using the information above.

## **Information We Collect**

We may collect the following types of information in the course of providing our services:

### **Personal Information**

- **Contact Details:** Name, email address, phone number, and physical address provided when you schedule services, request quotes, or communicate with us.
- **Payment Information:** Billing details, such as credit card information or bank account details, collected to process payments for services like equipment installations or repairs.
- **Customer Login Information:** Usernames, passwords, or other credentials provided to access your devices or systems for diagnostics, repairs, or data transfers.

### **Non-Personal Information**

- **Device and System Data:** Information accessed on your devices, such as hardware specifications, software settings, or network configurations, necessary to perform requested services like repairs, installations, or troubleshooting.

- **Service-Related Data:** Descriptions of issues, service requests, or special instructions you provide to complete tasks, such as network setup or security camera configurations.

## Automatically Collected Data

- **Website Analytics:** If you visit our websites (cjc24.com or carlsonsolutionsmn.com), we may collect anonymized data like IP addresses, browser types, and browsing patterns through cookies or similar technologies to improve our online presence.
- **Security Camera Feeds:** For clients with security camera systems installed by us, we may access footage or system logs during setup, maintenance, or troubleshooting, only as necessary to complete the service.

## How We Collect Information

We collect information through:

- Direct interactions, such as when you provide contact details or device login information for services.
- Service processes, such as accessing device data or settings during repairs, data transfers, or network configurations.
- Website usage, where applicable, through cookies or analytics tools on cjc24.com or carlsonsolutionsmn.com (subject to your consent where required by law).
- Communications, such as emails, phone calls, or SMS, including appointment reminders or technician updates.

## How We Use Your Information

We use your information solely to provide and improve our services, including:

- Performing requested services, such as device repairs, data transfers, network setup, or security camera installations.
- Processing payments for services, including applying Minnesota sales tax for new equipment installations as required.
- Communicating with you about appointments, service updates, or inquiries, including via SMS with opt-out options.
- Managing and troubleshooting systems, such as accessing device settings or security camera feeds to diagnose issues.
- Improving our services through anonymized analytics, such as website usage trends from cjc24.com and carlsonsolutionsmn.com.

## How We Protect Your Information

We prioritize the security and confidentiality of your data:

- **Access Restrictions:** Only authorized technicians access your device data, settings, or security camera feeds, and only to the extent necessary to complete the requested service.
- **Confidentiality:** Any data or files viewed during services (e.g., data transfers or repairs) are not copied, shared, or used for any purpose other than completing the service.
- **Secure Handling:** Payment information is processed securely through trusted third-party providers, and we do not store sensitive payment details beyond what is necessary.
- **Data Minimization:** We collect and retain only the information required to provide our services or comply with legal obligations.

## Disclosure of Your Information

We do not sell, trade, or share your personal information with third parties, except in the following cases:

- **Service Providers:** We may share information with trusted third parties (e.g., payment processors or software vendors) to facilitate services, but only under strict confidentiality agreements.
- **Legal Requirements:** We may disclose information if required by law, such as in response to a court order or government request.
- **Contract Professionals:** Independent contractors, such as those handling website maintenance for cjc24.com or carlsonsolutionsmn.com, or specific IT tasks, may access limited data under strict confidentiality terms to complete their work.

## Your Choices

- **Data Access:** You may provide specific instructions or restrict access to certain data before we begin services. Please inform us in writing or via our contact details.
- **Opt-Out of Communications:** For SMS communications, reply “STOP” to opt out of future messages. You may also contact us to adjust communication preferences.
- **Website Cookies:** If applicable, you can manage cookie preferences through your browser settings or the cookie consent tools on cjc24.com or carlsonsolutionsmn.com.

## Data Retention

We retain personal information only as long as necessary to complete the requested service or comply with legal obligations. For example:

- Contact and payment information is kept for accounting purposes as required by Minnesota tax laws.
- Device data or settings accessed during services are not stored beyond the completion of the service unless explicitly requested by you.
- Security camera footage or logs accessed during setup or maintenance are not retained by us.

## Third-Party Links and Services

Our websites (cjc24.com and carlsonsolutionsmn.com) or services may include links to third-party sites (e.g., payment processors or software providers). We are not responsible for the privacy practices of these third parties. We encourage you to review their privacy policies before engaging with their services.

## **Children's Privacy**

Our services are not directed to individuals under 13. We do not knowingly collect personal information from children. If we become aware that a child has provided information, we will delete it promptly.

## **Compliance with Laws**

We comply with applicable Minnesota and federal laws, including data protection and consumer privacy regulations. For services involving new equipment installations, we adhere to Minnesota sales tax requirements.

## **Changes to This Privacy Policy**

We may update this Privacy Policy to reflect changes in our services or legal requirements. The updated policy will be posted on our websites (cjc24.com and carlsonsolutionsmn.com) with a revised effective date. We encourage you to review it periodically.

## **Contact Us**

If you have questions, concerns, or requests regarding your privacy or this policy, please contact us at:

Carlson Solutions LLC

29592 295th Lane

Lindstrom, MN 55045

Email: [contact@carlsonsolutionsmn.com](mailto:contact@carlsonsolutionsmn.com)

Phone: (651) 348-0615

By engaging our services, you acknowledge that you have read and understood this Privacy Policy.