



Diamond City IT
Managed Service Provider

Diamond City IT – Data Protection Policy

Effective Date: July 1st, 2025

1. Purpose

This Data Protection Policy explains how Diamond City IT (“we,” “our,” or “the Company”) collects, uses, stores, and protects personal and business information obtained through our website, services, and client relationships. We are committed to maintaining the highest standards of privacy and data security in compliance with applicable U.S. and international data protection laws.

2. Scope

This Policy applies to all personal data processed by Diamond City IT, including data collected from:

- Clients, vendors, and service partners
- Visitors to **diamondcityit.com**
- Prospective customers and newsletter subscribers
- Employees and contractors

3. Information We Collect

We may collect and process the following categories of information:

- **Contact information** (e.g., name, company, phone number, email, address)
- **Technical information** (e.g., browser type, system logs, or cookies)

We do **not** sell, rent, or share your information with third parties for marketing purposes.



Diamond City IT

Managed Service Provider

4. Purpose of Data Use

Personal and technical data are used solely for legitimate business purposes, including:

- Delivering IT services and support
- Communicating with clients and partners
- Maintaining internal records and invoicing
- Improving website performance and service quality
- Ensuring system security and fraud prevention
- Complying with legal and regulatory obligations

5. Data Retention

Data will be retained only as long as necessary to fulfill the purpose for which it was collected, or as required by law. When data is no longer needed, it is securely deleted.

6. Data Security

We adopt technical and organizational measures to safeguard information against unauthorized access, alteration, disclosure, or destruction. These include:

- Encrypted communications and data storage
- Secure authentication and access controls
- Regular system updates and backups

7. Data Sharing and Third Parties

We may share data only with trusted third-party providers (e.g., payment processors, cloud service providers, or vendors) when necessary to perform our services. All such parties are required to comply with data protection and confidentiality standards consistent with this Policy.



Diamond City IT

Managed Service Provider

8. Your Rights

You have the right to:

- Request access to your personal data
- Request correction or deletion of inaccurate data
- Request a copy of data we hold about you

Please email engineering@diamondcityit.com at anytime for a data export request. We will respond within a reasonable amount of two to five business days.

9. Cookies and Website Tracking

Our website may use cookies and analytics tools to improve functionality and user experience. Please adjust your browser settings to decline cookies if you prefer, Diamond City IT is not responsible for unauthorized cookie collections.

10. Policy Updates

We may update this Policy from time to time to reflect changes in our practices or legal requirements. Updated versions will be posted on **diamondcityit.com** with a revised effective date.

11. Contact Information

If you have questions or concerns about this Data Protection Policy, please contact us:

Diamond City IT

Jewelcor Center

100 N Wilkes-Barre Blvd, Suite 332

Wilkes-Barre, PA 18702



Support@DiamondCityIT.com



(570) 362-5500