



Redtail Tech, L.L.C.
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Redtail Tech, L.L.C.

Privacy Policy

Effective Date: July 1st, 2024
Layton, Utah
www.rtailtech.com

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Effective Date: July 1st, 2024

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This Privacy Policy explains how Redtail Tech, L.L.C. ("Redtail Tech," "we," "our," or "us") collects, uses, shares, and protects information obtained from users of our website (www.rtailtech.com), our services, and our clients' platforms as part of our IT consulting and contracting engagements.

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1. Who We Are

Redtail Tech, L.L.C. is an IT consulting and contracting company based in Layton, Utah, United States of America ("U.S.A", "U.S.", "USA", "US", or "United States"). We

provide support and services to business clients across various technology platforms, including Microsoft 365, Google Workspace, Box, and other productivity and collaboration tools.

For questions or concerns regarding your privacy, please contact us at:

Email: privacy@rtailtech.com

2. Information We Collect

This policy applies only to data collected and processed directly by Redtail Tech. It does not apply to data stored or processed within systems owned and controlled by our clients (e.g., their Microsoft 365 environments or internal IT infrastructure), which are governed by their respective privacy policies.

We collect personal and technical data through the following sources:

2.1 Information You Provide Directly:

- Full name
- Email address
- Phone number
- Company name
- Job title
- Support tickets and inquiries
- Communications sent via contact forms or direct emails
- Billing and invoicing information submitted through Akaunting (e.g., name, email, invoice details, billing address, transaction notes)

2.2 Automatically Collected Information:

- IP addresses
- Browser type and version
- Device identifiers
- Referring/exit pages and URLs
- Date/time of visits and interactions
- Usage data from Freshdesk, Clockify, Notion, and Microsoft 365

2.3 Data via Integrated Platforms:

- Freshdesk ticketing system (support requests, names, emails)
- Microsoft Teams via B2B collaboration (name, email, company affiliation)
- Microsoft Office 365 (email metadata for support and collaboration)
- Akaunting (invoice data, billing contact details, transaction metadata)

- CRM platform (contact and engagement data)
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3. How We Collect Information

We collect information using the following methods:

- Contact or inquiry forms on our website
 - Freshdesk ticketing and support platform
 - Email and chat communications
 - Cookies and other tracking technologies
 - Integration with Microsoft 365 and third-party service providers
-

4. How We Use the Information

We use collected information to:

- Respond to support inquiries
 - Facilitate onboarding or account setup
 - Deliver technical support and consulting services
 - Conduct internal analytics to improve services
 - Create and manage projects
 - Record and track billable hours via Clockify
 - Maintain CRM and customer service records
 - Manage invoices and financial records through Akaunting
 - Ensure network and information security
 - Fulfill contractual obligations
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5. Sharing of Information

Third-party platforms listed in this policy are integrated to support service delivery. Each third party has its privacy practices, and while we choose reputable vendors, Redtail Tech is not responsible for their independent data handling outside of our control or contractual agreements.

We may share your data with trusted third parties for business operations, including:

- **Service providers:** [Wix](#), [Microsoft](#), [Google](#), [Freshdesk](#), [Clockify](#), [Notion](#), [Atlassian](#), [Akaunting](#)

- **CRM and Helpdesk:** Freshdesk and internal CRM systems
- **Analytics:** Google Analytics, built-in CRM tools
- **Subcontractors or affiliated contractors** under NDA and data handling agreements
- **Payment processors** (if applicable)

In the case of Akaunting, invoicing and billing information is processed through secure connections and is stored under Akaunting's privacy and retention policies. Redtail Tech uses this data only for legitimate business purposes, such as fulfilling client contracts, financial tracking, and issuing invoices.

We do not sell or rent personal data to third parties.

6. Data Retention and Security

We rely on the retention policies of our service providers (e.g., Microsoft, Wix, Freshdesk, Clockify, Notion). We configure those platforms where feasible to retain information only as long as necessary.

Unless a longer retention period is required or permitted by law or contract, we retain personal data only as long as necessary to fulfill the purposes outlined in this policy.

We implement security measures, including:

- Multi-Factor Authentication (MFA) for all primary services
- Web Application Firewall (WAF)
- Proxying via Cloudflare
- Trusted allowlist access control for sensitive platforms

Backup and Disaster Recovery

Redtail Tech relies on its third-party service providers' backup and disaster recovery policies (e.g., Microsoft, Notion, Wix). Unless otherwise specified in a client agreement, Redtail Tech does not retain client data backups. Clients are responsible for implementing their own backup and recovery strategies.

7. Your Privacy Rights

7.1 California Privacy Rights

If you are a California resident, you may have additional rights under the California Consumer Privacy Act (CCPA) and California Privacy Rights Act (CPRA), including:

- The right to know what categories of personal information we collect
- The right to request deletion of your personal data
- The right to opt out of the sale of personal data (Redtail Tech does not sell personal data)

Redtail Tech does not sell or share your personal information for monetary value or marketing gain.

Requests for exercising these rights can be made to privacy@rtailtech.com using the subject line: California Privacy Rights Request.

Depending on your location and relationship with Redtail Tech, you may have the right to:

- Request access to your data
- Correct or update inaccurate personal data
- Delete your personal data (when not in conflict with contractual obligations)
- Object to processing for direct marketing
- Receive a copy of your data (data portability)

7.2 How to Submit a Data Request

Please email privacy@rtailtech.com with the subject line: Privacy Policy Data Request.

Redtail Tech may take up to **90 days** to respond to data requests and may coordinate with the client organization (if applicable) before disclosing or modifying data. Requests are subject to existing contracts and NDAs.

When submitting a request, we may require additional identity verification (e.g., confirmation from a known email, proof of authorization, or verification through a secure client portal) to ensure the request is legitimate and safe.

8. Children's Privacy

We do not knowingly collect or solicit personal information from individuals under the age of 13. If we learn that we have collected personal data from a child without parental consent, we will take steps to delete that information.

9. International Users

Redtail Tech does not actively market or provide services to users in the European Union. However, our website is publicly accessible and may be viewed from EU territories. As such, basic GDPR principles are respected, but full compliance (e.g., DPO registration or EU representation) is not guaranteed.

Data is processed and stored in the United States. If you access our services from outside the U.S., you acknowledge that your data may be transferred to and maintained on servers located in jurisdictions with different data protection laws.

10. Changes to This Policy

We may update this Privacy Policy to reflect changes to our practices or for legal reasons. Revisions will be posted on this page with a new effective date. You are encouraged to review this page periodically.

11. Cookies and Tracking

We use cookies and similar tracking technologies (e.g., web beacons, local storage) to enhance your experience, analyze usage patterns, and improve site functionality. You may adjust your browser settings to refuse cookies or notify you when cookies are being sent. Please note that disabling cookies may limit some functionality.

Our website is hosted by Wix.com, which does not currently respond to "Do Not Track" (DNT) signals from web browsers. As a result, neither we nor any of the embedded third-party platforms mentioned in this policy alter their tracking behavior in response to such signals.

12. Legal Basis for Processing Data

While Redtail Tech does not market services to EU residents, we process personal information based on legitimate business interests, fulfillment of a contract, consent, or compliance with legal obligations where applicable.

13. Data Breach Notification

In the event of a data breach, Redtail Tech will notify affected individuals and regulatory authorities (if required) within a reasonable timeframe, in accordance with applicable laws and contractual obligations.

14. Use of Subprocessors

Redtail Tech, L.L.C. may engage trusted 1099 subcontractors and independent contractors to assist with service delivery. All subprocessors are subject to strict confidentiality through legally binding Non-Disclosure Agreements (NDAs) and are required to adhere to privacy and security standards consistent with those outlined in this policy and any client-specific agreements.

15. Jurisdiction and Governing Law

This Privacy Policy and all matters relating to the handling of personal data by Redtail Tech, L.L.C. are governed by the laws of the State of Utah, United States of America. Redtail Tech is headquartered in Layton City, located in Davis County. Any legal proceedings or disputes related to this policy will be subject to the jurisdiction of the appropriate courts within the State of Utah.

16. Client System Access & Data Handling

In the course of providing IT consulting or support services, Redtail Tech personnel may be granted limited access to client-owned systems, platforms, or data. This access is strictly limited to the scope of work outlined in a signed contract or statement of work (SOW). All data accessed on behalf of clients remains the property of the client. Internal confidentiality policies and applicable NDAs bind Redtail Tech personnel.

Appendix A: Linked Third-Party Privacy Policies

For your convenience and transparency, below are links to the privacy policies of platforms and services we integrate with or utilize in delivering services:

- [Akaunting](#)
- [Atlassian](#)
- [Clockify](#)

- [Freshdesk](#)
- [Google](#)
- [Microsoft \(Office 365, Teams\)](#)
- [Notion](#)
- [Wix](#)

Please refer to each provider's policy for further details on how they handle your information.

Redtail Tech does not sell or share your personal information for monetary value or marketing gain.

Appendix B: Security and Compliance Overview

Redtail Tech, L.L.C. is committed to maintaining a strong security posture and aligning its practices with industry best standards.

While Redtail Tech does not currently hold formal certifications under security frameworks such as SOC 2, ISO 27001, or HIPAA, we adhere to the principles outlined by the **SOC 2 Trust Services Criteria**, including:

- **Security:** To safeguard sensitive data, we implement measures such as multi-factor authentication (MFA) and firewalls, allow-listed IP access, and data encryption.
- **Availability:** Our critical infrastructure is supported by reliable vendors (e.g., Microsoft, Wix, Cloudflare) with defined service availability expectations.
- **Processing Integrity:** Client and internal workflows follow repeatable, auditable practices to ensure data integrity.
- **Confidentiality:** Our organization enforces access controls, internal NDAs, and least-privilege principles.
- **Privacy:** All personal information is handled in accordance with the commitments in this Privacy Policy and applicable legal agreements.

We continually assess risks and apply updated practices to reduce vulnerabilities across our digital operations.

Appendix C: Accessibility Statement

Redtail Tech is committed to digital accessibility. If you require this Privacy Policy in an alternative format (e.g., large print, audio, or accessible PDF), please email us at privacy@rtailtech.com. We will make reasonable efforts to accommodate your request.