

Confidentiality Commitment

At **Simply IT**, we take confidentiality and data protection seriously. In the course of providing managed IT and support services, we may be granted access to sensitive business and personal information. We are committed to ensuring this information remains secure and private.

Our Commitment to Confidentiality

Simply IT will never access, use, or disclose client information except where required to deliver agreed IT support or security services.

All client information is treated as strictly confidential, including:

- Business documents and internal data
 - Emails, files, and system records
 - Credentials and account information
 - Customer or employee personal information
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Support Access and Privacy

Where remote or administrative access is required for troubleshooting or service delivery:

- Access is restricted to authorised personnel only
 - Actions are performed solely for legitimate support purposes
 - Support activity is logged and auditable where technically feasible
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Staff, Contractors, and Help Desk Personnel

This confidentiality commitment applies to all Simply IT personnel, including:

- Employees
- Contractors
- External help desk staff
- Authorised service partners

All personnel are bound by confidentiality obligations and access is provided only on a need-to-know basis.

Security and Monitoring Tools

Simply IT may deploy monitoring and security tools (such as RMM, EDR/MDR, backup, and alerting systems) to protect client environments.

These tools may collect technical information such as:

- Security alerts and threat activity
- Device health and patch status
- System diagnostics and performance metrics

Any data collected is used only for service delivery and security purposes and is protected as confidential.

Trusted Vendors and Platforms

We may use trusted third-party platforms to provide services such as cloud backup, endpoint security, or monitoring.

These vendors operate under their own confidentiality and security obligations, and we ensure appropriate safeguards are in place.

No Unauthorised Use of Client Data

Simply IT will never sell, share, or use client information for marketing or unrelated purposes.

For more information, please refer to our **Privacy Policy** or contact us directly.