

Privacy Policy

Version: v1.0

Effective Date: June 18, 2026

1. Introduction

This Privacy Policy describes how Welby Group LLC, doing business as PluggedIn Pros ("PluggedIn Pros", "we", "us", or "our"), collects, uses, stores, and protects information obtained through our website, client onboarding processes, service engagements, and related business activities.

By using our website, submitting information to us, or engaging our services, you acknowledge this Privacy Policy.

2. Information You Provide

We may collect information that you voluntarily provide through website forms, onboarding forms, email communications, phone calls, service requests, and other interactions.

Contact Information

- Name
- Email address
- Phone number
- Business name
- Job title

Business Information

- Business locations
- Service addresses
- Billing information
- Service requirements
- Project details
- Service inquiries

Client Onboarding Information

- Authorized representatives
- Billing contacts
- Operational contacts
- Preferred communication methods
- Business operating information

3. Client Service Information

In connection with authorized services, we may collect, create, or retain information necessary to provide services and support future engagements.

- Service notes
- Troubleshooting records
- Network documentation
- Equipment information
- Configuration information
- Service history
- Diagrams
- Photographs
- Operational observations

- Recommendations and findings

Credentials and Access Information

When necessary to perform authorized services, we may receive, generate, or retain usernames, passwords, Wi-Fi credentials, access codes, API keys, and similar access information.

Such information is retained only as reasonably necessary to support authorized services, continuity of service, and future support activities.

4. Website Information

Our website may automatically collect limited technical information necessary for website operation, performance analysis, security, and service improvement.

- Browser type
- Device information
- Operating system
- Referring pages
- Visited pages
- Approximate geographic information
- Website performance metrics

We currently utilize Vercel Analytics to better understand website usage and website performance.

We do not currently use website analytics for advertising, remarketing, or cross-site behavioral tracking.

5. How We Use Information

We may use collected information to:

- Respond to inquiries
- Provide requested services
- Schedule engagements
- Prepare estimates and invoices
- Maintain client records
- Support future service engagements
- Improve service delivery
- Improve website functionality
- Maintain business operations
- Comply with legal obligations

6. Information Sharing

PluggedIn Pros does not sell personal information.

We may share information when reasonably necessary to:

- Deliver authorized services
- Work with subcontractors or specialized service providers
- Process payments
- Comply with legal requirements
- Protect our legal rights
- Maintain business operations

Any information shared will be limited to what is reasonably necessary for the intended purpose.

7. Information Security

PluggedIn Pros makes reasonable efforts to protect information from unauthorized access, disclosure, alteration, or destruction.

However, no storage system, communication method, or technology platform can guarantee absolute security.

Users should avoid transmitting sensitive information through unsecured communication channels whenever practical.

8. Information Retention

We may retain information for as long as reasonably necessary to:

- Provide services
- Maintain service records
- Support future engagements
- Meet legal, accounting, operational, or administrative requirements

Service records, operational documentation, network documentation, and related support records may be retained for extended periods to support continuity of service and future engagements.

Retention periods may vary depending on the nature of the information and the associated business purpose.

9. Cookies and Similar Technologies

Our website may use cookies or similar technologies necessary for website functionality, analytics, security, and performance measurement.

Users may adjust browser settings to limit or disable cookies, although some website functionality may be affected.

10. Third-Party Services

We utilize third-party service providers to operate our business and deliver services.

- Website hosting providers
- Analytics providers
- Email providers
- Cloud storage providers
- Documentation platforms
- Password management platforms
- Payment processors
- Accounting systems
- Productivity platforms

These third parties maintain their own privacy policies and practices.

11. California Privacy Rights

California residents may have certain privacy rights under applicable California law.

Subject to applicable legal requirements and exceptions, California residents may request information regarding personal information we maintain about them, correction of inaccurate personal information, or deletion of personal information where applicable law requires.

Certain information may be retained where necessary to provide services, maintain business records, comply with legal obligations, resolve disputes, or protect legitimate business interests.

Privacy-related requests may be submitted using the contact information provided below.

We will make reasonable efforts to respond to legitimate requests in accordance with applicable law.

12. Changes to This Policy

We may update this Privacy Policy from time to time.

Updated versions will be identified by version number and effective date.

Continued use of our website or services after publication of updated versions constitutes acknowledgment of the revised policy.

13. Contact Information

Questions regarding this Privacy Policy may be submitted through:

[Contact PluggedIn Pros](#)

© Welby Group LLC dba PluggedIn Pros