

PRIVACY POLICY

Effective Date: May 4, 2026 | Last Updated: May 4, 2026

1. Introduction

CyberOps Technologies is committed to protecting your privacy and the confidentiality of your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard information when you visit our website at www.cyberopstechnologies.com or engage with our penetration testing, cybersecurity assessments, and related professional services (collectively, the "Services").

Given the sensitive nature of our work in the cybersecurity industry, we apply the highest standards of data handling and confidentiality. By using our Services, you agree to the terms described in this Privacy Policy.

2. Information We Collect

2.1 Information You Provide Directly

We collect your information you voluntarily provide when you:

- Complete contact or inquiry forms on our website
- Request a quote or consultation for penetration testing services
- Enter into a service agreement or statement of work (SOW) with us
- Communicate with us via email, telephone, or other channels
- Subscribe to security advisories, newsletters, or updates

This may include your name, company name, email address, Company Website, billing information, and any details you share regarding your IT environment or security requirements.

2.2 Information Collected Automatically

When you visit our website, we may automatically collect certain technical information, including:

- IP address, browser type, and operating system
- Pages visited, referral URLs, and time spent on pages
- Cookies and similar tracking technologies (see Section 7)
- Device identifiers and network information

2.3 Engagement & Project Data

In the course of delivering penetration testing and security assessment services, we may process technical data about your systems, networks, applications, and infrastructure solely for the purpose of completing the agreed-upon scope of work. This data is handled under strict confidentiality obligations outlined in your engagement agreement.

3. How We Use Your Information

We use collected information for the following purposes:

- To provide, manage, and deliver our cybersecurity services
- To respond to inquiries, proposals, and support requests
- To communicate service updates, security advisories, or changes to our terms
- To comply with applicable laws, regulations, and legal obligations

- To detect, prevent, and investigate fraud or unauthorised access
- To conduct internal analytics and business development activities

We will not use your personal data for purposes materially different from those described above without obtaining your prior consent.

4. Information Sharing and Disclosure

CyberOps Technologies does not sell, rent, or trade your personal information. We may share your information only in the following limited circumstances:

4.1 Service Providers

We may engage trusted third-party vendors (e.g., cloud hosting, payment processors, project management tools) who process data on our behalf under strict data processing agreements and confidentiality obligations.

4.2 Legal Obligations

We may disclose information if required to do so by law, court order, or government authority, or when we believe disclosure is necessary to protect our rights, your safety, or the safety of others.

4.3 Business Transfers

In the event of a merger, acquisition, or sale of company assets, your information may be transferred as part of that transaction. We will notify you before your personal data becomes subject to a different privacy policy.

4.4 With Your Consent

We may share your information for any other purpose with your explicit prior consent.

5. Data Retention

We retain personal information for as long as necessary to fulfil the purposes outlined in this Privacy Policy, unless a longer retention period is required by law or contract. Engagement-related data (including penetration testing findings, reports, and supporting evidence) is retained for a period of 90 days from project completion, unless otherwise agreed in writing, after which it is securely destroyed.

6. Data Security

As a cybersecurity firm, we apply industry-leading safeguards to protect your personal information, including:

- Encryption of data in transit (TLS 1.2+) and at rest (AES-256)
- Role-based access controls and multi-factor authentication
- Regular internal security assessments and vulnerability management
- Secure handling protocols for sensitive engagement data and findings
- Strict confidentiality agreements for all staff and contractors

While we take extensive precautions, no method of electronic transmission or storage is 100% secure. We encourage you to take appropriate measures to protect sensitive information you transmit to us.

7. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to enhance your browsing experience and gather analytical data. We use the following types of cookies:

- Essential Cookies: Required for the website to function properly
- Analytics Cookies: Help us understand how visitors interact with our site (e.g., Google Analytics)
- Preference Cookies: Remember your settings and preferences

You may configure your browser to refuse cookies or alert you when cookies are being sent. Please note that disabling certain cookies may affect the functionality of our website.

8. Your Rights and Choices

Depending on your jurisdiction, you may have the following rights regarding your personal data:

- Right of Access: Request a copy of the personal data we hold about you
- Right to Rectification: Request correction of inaccurate or incomplete data
- Right to Erasure: Request deletion of your personal data, subject to legal retention obligations
- Right to Restriction: Request that we limit the processing of your data
- Right to Data Portability: Receive your data in a structured, machine-readable format
- Right to Object: Object to processing based on legitimate interests or for direct marketing
- Right to Withdraw Consent: Withdraw consent at any time where processing is based on consent

To exercise any of these rights, please contact us using the details in Section 11. We will respond to all verified requests within 30 days.

9. Third-Party Links

Our website may contain links to third-party websites, resources, or tools. This Privacy Policy applies solely to our website and services. We are not responsible for the privacy practices or content of external sites and encourage you to review their respective privacy policies.

10. Children's Privacy

Our Services are intended exclusively for business clients and are not directed at individuals under the age of 18. We do not knowingly collect personal information from minors. If you believe we have inadvertently collected such information, please contact us immediately and we will take prompt steps to delete it.

11. Changes to This Privacy Policy

We reserve the right to update this Privacy Policy at any time. Any material changes will be communicated by posting the revised policy on this page with an updated effective date. We encourage you to review this policy periodically. Your continued use of our Services following the posting of changes constitutes your acceptance of the revised policy.

12. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our data handling practices, please contact us:

CyberOps Technologies

Email: privacy@cyberopstechnologies.com

We take all privacy inquiries seriously and are committed to resolving concerns in a timely and professional manner.

This document is the property of CyberOps Technologies and is subject to change without notice.