

PUBLIC COMPLIANCE DOCUMENT

ECP360 Privacy Policy

How ECPSOLUTIONS INC collects, uses, protects, and limits disclosure of information across ECP360 services.

Operator and scope

ECP360 is operated by ECPSOLUTIONS INC. This policy applies to ECP360 applications, including Resolve IT, and describes the information processed when a person creates an account or uses a service.

Information collected

We may process account identity and contact information, sign-in records, service and case activity, wallet and usage records, security logs, device and browser information, and content a member submits to obtain a requested result.

Resolve IT may process support transcripts, case evidence, diagnostic information provided with explicit consent, and delivery records needed to operate a support case.

How information is used

Information is used to authenticate and secure accounts, provide requested applications and support, maintain case continuity, deliver requested results, meter paid features, prevent abuse, and improve reliability.

ECPSOLUTIONS INC does not sell personal information.

Transactional text messaging

Resolve IT uses the verified mobile number on a member account only after the member expressly asks for and consents to a transactional support message. Messages may contain a time-limited evidence-upload link, a consent-based diagnostic link, a case update, or a secure result requested during an active support interaction.

Message frequency varies with requested support actions. Message and data rates may apply. Reply STOP to opt out or HELP for assistance. Consent is not a condition of purchase.

Mobile information and consent records

Mobile information, messaging consent, and opt-in records are not sold and are not shared with third parties or affiliates for marketing or promotional purposes. They are disclosed only to service providers as needed to deliver and operate the requested messaging service, protect the service, or comply with law.

Resolve IT does not use SMS consent for advertising and does not use purchased, rented, or third-party contact lists.

Security, retention, and member choices

Reasonable administrative and technical safeguards protect service data. Secure support URLs are opaque, time-limited, and case-bound. Data is retained while needed to provide the service and meet legal, security, and operational obligations.

Members may request access, correction, or deletion where applicable by contacting ECPSOLUTIONS INC. Replying STOP controls future text messages to that destination.

Contact

Privacy questions and requests: info@ecpsolutions.ca. Resolve IT support: +1 833 333 0811. ECPSOLUTIONS INC, Toronto, Ontario, Canada.

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