

Privacy Policy

Oakstone PC Care (the Windows application) has its own documents: License Agreement and Terms, Refund and Cancellation Policy and Privacy Policy for the application (all effective 6 October 2026). Those documents govern the application, your account and any subscription; this page covers this website.

Last revised: 7 October 2026. This policy covers this website. The Oakstone PC Care Windows application and its customer accounts are described separately in section 7.

1. Who we are

This website is operated by Oakstone Technologies LLC, trading as OakstoneAssist, 30 N Gould St Ste R, Sheridan, WY 82801, United States.

- Email: info@oakstoneassist.com
- Telephone: 1-888-606-7273

Use the same contacts for any privacy question or request.

2. What this website collects

- Information you give us. When you submit a contact, booking or callback form we collect your name, telephone number, email address, the service you select and anything you write in the message field.
- Information collected when you contact us. When you submit a form or tap one of our telephone links we also collect technical details of that visit: your IP address, approximate location (city, region and postal code derived from your IP address), internet service provider, device type, operating system, browser, screen size, language, time zone, the page you were on and how you arrived at our website.
- Campaign information. If you arrive from an advertisement or a marketing link, the campaign parameters are stored on your device only after you allow analytics or advertising in Cookie Settings. The advertising click identifier itself (for example a Google Ads gclid) is stored and used only with advertising consent, and the whole record is deleted from your device if you reject or later withdraw. Without that permission we do not keep it and it is not included in enquiries you send us.
- Cookies and similar storage. Described in our Cookie Policy, which lists every cookie and storage item actually used.

We do not ask for payment card details on this website.

3. Why we use it

- To answer enquiries, arrange appointments and return requested calls.
- To operate and secure the website and to make the download available.
- With your permission, to measure how our pages and advertising perform.

4. Advertising and measurement

Optional analytics and advertising storage is switched off until you choose to turn it on in our cookie banner or Cookie Settings. We use Google Tag Manager to manage tags, and Google Consent Mode v2 so that Google tags receive your choice before they run. Advertising measurement is intended for Google Ads, Microsoft

Advertising (Bing), Meta and TikTok. Each platform that is active at any time is listed in the Cookie Policy, together with its current status.

Where Google Consent Mode operates in its basic configuration, Google tags are not loaded at all until advertising or analytics consent is given. Where advanced configuration is used, tags may load in a denied state and send cookieless pings that contain no identifiers from your device. The configuration in use is recorded in the Cookie Policy.

We record the following website events for measurement, and only with advertising consent: a click on the installer download button, a click on a support telephone link, and a successful support-form submission. We do not place names, email addresses, telephone numbers, age groups, device credentials or any diagnostic information into advertising or analytics events, and we do not upload customer lists or use identity-matching features.

5. Service providers we share information with

- EmailJS — delivers website form submissions and callback requests to our business email.
- ipwho.is — receives your IP address at the moment you submit a form or tap a telephone link, to return an approximate location.
- Google (Tag Manager, and advertising measurement where consented).
- Microsoft Advertising, Meta and TikTok, where those platforms are active and you have given advertising consent.
- Google Fonts and our website host, which receive your IP address as a normal part of delivering the page.

We do not sell your personal information for money. Advertising cookies may count as "sharing" or "targeted advertising" under some United States state privacy laws; you can decline them at any time using Cookie Settings, and we honour Global Privacy Control signals sent by your browser.

6. How long we keep it

- Your cookie choice: stored on your device for up to 180 days, or until you clear it.
- Campaign attribution: stored on your device for up to 90 days.
- Enquiries and booking emails: kept for as long as needed to provide the service you asked for and to meet our legal and accounting obligations.
- Advertising and analytics platforms: retain data under their own published retention periods.

7. The Oakstone PC Care application (separate from this website)

Oakstone PC Care is a Windows application published by Oakstone Technologies LLC. This website is not connected to the application's systems. Registrations, trials, subscriptions, payments and anything the application records about a computer are handled inside the application and its own services, not by this website, and this website does not receive them.

Registration inside the application asks for your full name, email address and telephone number; selecting an age group is optional. The application's own privacy information and terms are shown within the application.

8. Security and access

The website is served over HTTPS. Access to enquiry emails is limited to staff who need it to respond to you. No method of transmission or storage is completely secure, and we do not claim otherwise.

9. Your choices and rights

- Change or withdraw cookie consent at any time using Cookie Settings in the footer of every page.
- Ask us for a copy of your information, or ask us to correct or delete it.
- Depending on where you live, you may have additional rights, including the right to opt out of targeted advertising and to appeal a decision we make about your request.

Email info@oakstoneassist.com or call 1-888-606-7273. We do not charge for making a request.

Cookie consent does not give permission for marketing calls, text messages, email marketing, remote access to your computer or Windows notifications. Those are handled separately and always require your agreement.

10. Children

This website is intended for adults. We do not knowingly collect information from children.

11. Changes to this policy

If we change this policy we will update the revision date above. Material changes to advertising or tracking will also be reflected in the Cookie Policy and in the cookie banner.

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