

# Network Management Policy

## What Data we Collect?

Vogtmann Engineering Inc. implements industry standards to ensure that all of its customers have a high quality experience online. To provide the best privacy of the customer Vogtmann Engineering Inc. only collects customer information that is needed for; providing service, billing, and legal reasons. The data that is stored does NOT get sold to any third party vendors or companies; it is stored in a secure manner, behind authentication and encryption when needed.

## How Do we Keep Your Data Private?

Vogtmann Engineering Inc. utilizes a variety of network management strategies with protocols standard to the industry to ensure all customers receive the optimal experience and privacy while using its services. Traffic filtering is enabled to allow only approved data to travel along the network, preventing spam and other malicious content from interfering with customer traffic and quality of service. The modems and routers that are installed for customers are manufactured by companies that follow industry standards and have firewall software built in for basic network security. Firewall hardware and software is implemented in our office network for the same reasons; to protect the network, to keep customer's data/service fast, secure, reliable, and to also provide network management. Vogtmann Engineering Inc. reserves the right to protect the integrity of its network and resources by any lawful means it deems appropriate.

## How we Manage Network Hardware?

Vogtmann Engineering Inc. monitors and manages the devices on its network to ensure proper security and quality of service for its own and devices installed at customer locations. Remote management is setup on routers to provide faster and easier customer service, providing a secure connection to assist customers with problems by calling the office rather than scheduling for a network technician to stop out to fix it. However, some issues can only be problem solved and fixed in person through network technician assistance, which can be provided by scheduling a day and time, just need to call the office. Vogtmann Engineering Inc. reserves the rights to protect the integrity of its network and resources by any lawful means it deems appropriate, customers should be aware of the [Company Policy](#).