



Sequentur Website Terms of Service

Effective Date: 22-January-2025

Welcome to the Sequentur website (the "Site"). By accessing or using this Site, you agree to the terms outlined below. If you do not agree with these terms, please do not use our Site or services.

Use of the Site

Sequentur provides this Site to share information about our services and to assist clients through features like support ticket submissions, remote sessions, and live chat. You agree to use the Site only for its intended purposes and in compliance with applicable laws and regulations.

Accountability for Your Actions

When you interact with the Site, you agree:

- Not to misuse the Site or disrupt its functionality.
- To provide accurate information when submitting a support ticket or engaging in a remote session.
- Not to upload malicious software, spam, or any other harmful content.
- Sequentur reserves the right to terminate access for users who violate these terms.

Third-Party Tools

The Site may include tools or features provided by third-party services, such as live chat or remote session software. By using these tools, you acknowledge and agree to the third-party terms of service and privacy policies. Sequentur is not responsible for the performance or actions of these third-party providers.



Support Ticket and Remote Session Guidelines

- **Support Tickets:** Information provided in support tickets should be clear, accurate, and relevant to the issue you're experiencing. Sequentur will use this information to resolve your concerns effectively.
- **Remote Sessions:** By initiating a remote session, you authorize our team to access your system as necessary to troubleshoot and resolve technical issues. Sequentur takes reasonable precautions to ensure your data's security during remote sessions; however, users are responsible for creating backups and safeguarding sensitive data before the session begins.

Data Security and GDPR Compliance

Sequentur is committed to protecting the information you share with us. While we implement appropriate measures to secure your data, no method of transmission over the internet is 100% secure. By using the Site, you acknowledge and agree to this fact.

If you are located in the European Economic Area (EEA), we process your data in accordance with the General Data Protection Regulation (GDPR). This includes ensuring that your data is handled lawfully, transparently, and securely. For more details about how we collect and use data, please refer to our [Privacy Policy](#).

Communications

Sequentur may communicate with you via email, phone, or text (SMS) messages. By providing your contact information, you consent to receive communications relevant to your account, services, or interactions with Sequentur.

Text/SMS Communications

By providing your phone number, you consent to receive text (SMS) messages from Sequentur, including but not limited to:

- Appointment confirmations, reminders, and scheduling changes.
- Updates on service tickets, technical issues, or account information.



- Notifications regarding critical IT issues, emergencies, or other service-related updates.

Message Frequency

Message frequency may vary based on your interactions with us, but we aim to keep communications relevant and necessary to your account or services.

Opt-In Consent

Consent to receive text messages will be collected explicitly through an opt-in web form, or by texting the word "START" to our designated number. By opting in, you confirm that you are the authorized user of the phone number provided.

Customer Care

Users can contact Customer Care for assistance by texting HELP or emailing Info@Sequentur.com

Opt-Out Instructions

You may withdraw your consent and stop receiving text messages at any time by replying "STOP" to any text message you receive from us. Upon opting out, you will receive a final confirmation message to acknowledge your request. If you wish to resume receiving text messages, you can opt back in by texting "START."

Fees and Charges

Sequentur does not charge for text messages; however, standard message and data rates as determined by your mobile carrier may apply. Please contact your carrier for details.

Data Use and Privacy

Your information is protected under our [Privacy Policy](#), and we will not share your phone number or any related information with third parties for marketing purposes. We adhere to all applicable privacy and communication laws, ensuring your data is handled responsibly.



Disclaimer

Text messaging is not a guaranteed delivery method. While we strive for timely and accurate delivery, delays or failures may occur due to network availability or other factors beyond our control.

Limitations of Liability

While we strive to ensure that the Site is accurate and functional, Sequentur cannot guarantee:

- That the Site will always be available or error-free.
- That the Site or its servers are free of viruses or harmful components.

Sequentur is not liable for any damages resulting from your use of the Site or reliance on its content.

Intellectual Property

All content, logos, trademarks, and other materials on this Site are the property of Sequentur or its licensors. You may not reproduce, distribute, or modify any content without prior written permission from Sequentur.

Changes to These Terms

We may update these Terms of Service periodically. Any changes will be effective immediately upon posting to this page. By continuing to use the Site, you accept the revised terms.

Governing Law

These Website Terms of Service are governed by the laws of the State of Florida, located in or for Pinellas County Florida, United States and any disputes or claims shall be resolved in accordance with the laws in this State and County.



Contact Us

If you have questions about these terms, please contact us:

Email: info@sequentur.com

Phone: (813) 489-4122

Address: 50 S. Belcher Road Suite 108, Clearwater, FL 33765