



## Saddleback Communications Customer Privacy Policy

*Effective Date: May 1, 2024*

At Saddleback Communications (“Saddleback”), we value your privacy and are committed to protecting your personal information. This privacy policy outlines how we collect, use, disclose, and protect the information you provide when using our websites, mobile applications, and other products and services (the “Services”). Saddleback Communications adheres to all Federal CPNI guidelines and files required compliance documents annually with the FCC. By utilizing Saddleback Services, you agree to be bound to the terms and conditions of this privacy policy.

### **Information Collection**

We may collect personal information when you interact with our services, including but not limited to:

- Information you provide when signing up for an account, such as your name, email address, and contact details.
- Information collected through your use of our services, including call logs, messages, and other communications data.
- Information collected through cookies and similar technologies when you visit our website or use our applications.

### **Use of Information:**

We may use the information we collect for the following purposes:

- To provide and improve our services, including troubleshooting, data analysis, and customer support.
- To personalize your experience and customize the content and features of our services.
- To communicate with you about updates, promotions, and other relevant information about our services.
- To comply with legal obligations and enforce our Terms of Service and Acceptable Use Policy.

### **Information Sharing:**

We may share your personal information with third parties in the following circumstances:

- With service providers and partners who assist us in delivering our services and improving user experience.
- With law enforcement agencies, regulatory authorities, or other third parties when required by law or to protect our rights and interests.

- In the event it is required in due course of a corporate transaction

In addition to the above disclosure circumstances, Saddleback is required, by law, to make disclosures of customer telephone number, name and address information in certain circumstances, including but not limited to:

- In some cases, when you dial 911, your name, address and telephone number information is provided to the emergency service provider. And, by law, we are required to provide this information, including non-listed and non-published information, to emergency service providers and emergency support services providers upon request in a more comprehensive format.

**Data Security:**

We take appropriate measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. It is important that you protect and maintain the security of your account and it is your responsibility to immediately notify us of any unauthorized use of your account.

**Data Retention:**

We retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law.

**Your Rights:**

You have the right to:

- Access and update your personal information.
- Request the deletion of your personal information, subject to certain exceptions.
- Opt-out of receiving marketing communications from us.

**Changes to this Policy:**

We may update this Privacy Policy from time to time to reflect changes in our practices or in legal and regulatory requirements. We will notify you of any material changes by posting the updated policy on our website or through other usual and customer notification channels.

**Contact Us:**

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at [Compliance@saddlebackcomm.com](mailto:Compliance@saddlebackcomm.com) or write to us at:

Saddleback Communications  
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