

**Privacy Notice
CaptionCall, LLC**

The following tables list the categories of information and specific pieces of information CaptionCall, LLC collects about you. The tables also explain the business purpose for collecting information about you, the sources from which CaptionCall, LLC gathers that information, and the third parties with whom CaptionCall, LLC discloses that information.

Category of Information	Personal Identifiers
Specific Pieces of Information	The personal identifiers include: full name, address, phone number, email address, date of birth, and last four digits of social security number.
Business Purpose(s) for Using Personal Information	<ul style="list-style-type: none"> - Auditing related to a current interaction with the consumer and concurrent transactions - Performing services on behalf of the business or service provider including maintaining or servicing accounts; providing customer service; processing or fulfilling orders and transactions; verifying customer information; processing payments; providing financing; providing advertising or marketing services; providing analytic services; or providing similar services on behalf of the business or service provider - Protecting against malicious or illegal activity and prosecuting those responsible
Commercial Purpose for Using Personal Information	The organization uses the personal identifiers to communicate with customers regarding the organization's products and services, including updates, promotions and special offers, and to deliver content or advertising that may be of interest to the customer. The organization also collects the personal identifiers to comply with the Federal Communications Commission's reporting requirements. The organization also collects the personal identifiers to comply with civil, criminal, or regulatory inquiries, investigations, subpoenas, or summons by federal state, or local authorities.
Sources from Which CaptionCall, LLC Collected Information	The personal identifiers are collected from the organization's customers.
Categories of third Parties to Whom CaptionCall, LLC Sold Personal Information	The organization does not sell the personal identifiers to third parties.

Categories of third Parties with Whom CaptionCall, LLC Disclosed Personal Information	The organization shares the personal identifiers with its subsidiaries, affiliates, services providers, independent contractors, and government agencies.
Category of Information	Internet Data
Specific Pieces of Information	The internet data includes: IP address, device ID, operating system, machine type, cookies, and website interactions.
Business Purpose(s) for Using Personal Information	<ul style="list-style-type: none"> - Auditing related to a current interaction with the consumer and concurrent transactions - Debugging to identify and repair errors that impair existing intended functionality - Performing services on behalf of the business or service provider including maintaining or servicing accounts; providing customer service; processing or fulfilling orders and transactions; verifying customer information; processing payments; providing financing; providing advertising or marketing services; providing analytic services; or providing similar services on behalf of the business or service provider - Undertaking internal research for technological development and demonstration - Detecting security incidents
Commercial Purpose for Using Personal Information	The organization uses the internet data to improve website visitors' user experience, to ensure the organizations' products, services, and websites function properly and remain secure, and to investigate, prevent, or act on any illegal activities or violations of the organization's service and product agreements. The organization also collects the internet data to comply with the Federal Communications Commission's reporting requirements. The organization also collects the internet data to comply with civil, criminal, or regulatory inquiries, investigations, subpoenas, or summons by federal state, or local authorities.
Sources from Which CaptionCall, LLC Collected Information	The internet data is collected from visitors of the organizations' websites and applications.
Categories of third Parties to Whom CaptionCall, LLC	The organization does not sell the internet data to third parties.

Sold Personal Information	
Categories of third Parties with Whom CaptionCall, LLC Disclosed Personal Information	The organization shares the internet data with its subsidiaries, affiliates, services providers, independent contractors, and government agencies.
Category of Information	Commercial Information
Specific Pieces of Information	The commercial information includes: minutes of use, telephone numbers or IP addresses called, date and time of call, user preferences, purchasing history, and participation in promotional activities.
Business Purpose(s) for Using Personal Information	<ul style="list-style-type: none"> - Performing services on behalf of the business or service provider including maintaining or servicing accounts; providing customer service; processing or fulfilling orders and transactions; verifying customer information; processing payments; providing financing; providing advertising or marketing services; providing analytic services; or providing similar services on behalf of the business or service provider - Auditing related to a current interaction with the consumer and concurrent transactions - Debugging to identify and repair errors that impair existing intended functionality - Undertaking activities to verify or maintain the quality or safety of a service or device that is owned or manufactured by the business
Commercial Purpose for Using Personal Information	The organization uses the commercial information to improve the customers' user experience, ensure the functionality and security of its products, services, and websites, and investigate, prevent, or act on any illegal activities or violations of the organization's service and product agreements. The organization also collects the commercial information to comply with the Federal Communications Commission's reporting requirements. The organization also collects the commercial information to comply with civil, criminal, or regulatory inquiries, investigations, subpoenas, or summons by federal state, or local authorities.
Sources from Which CaptionCall, LLC Collected Information	The commercial information is collected from the organization's customers.
Categories of third Parties to Whom CaptionCall, LLC	The organization does not sell the commercial information to third parties.

Sold Personal Information	
Categories of third Parties with Whom CaptionCall, LLC Disclosed Personal Information	The organization shares the commercial information with its subsidiaries, affiliates, services providers, independent contractors, and government agencies.
Category of Information	Geolocation Data
Specific Pieces of Information	The geolocation data includes device location enables services.
Business Purpose(s) for Using Personal Information	<ul style="list-style-type: none"> - Performing services on behalf of the business or service provider including maintaining or servicing accounts; providing customer service; processing or fulfilling orders and transactions; verifying customer information; processing payments; providing financing; providing advertising or marketing services; providing analytic services; or providing similar services on behalf of the business or service provider - Auditing related to a current interaction with the consumer and concurrent transactions - Debugging to identify and repair errors that impair existing intended functionality - Undertaking activities to verify or maintain the quality or safety of a service or device that is owned or manufactured by the business
Commercial Purpose for Using Personal Information	The organization uses the geolocation data to provide customers with location-enables services, including 911 response. The organization also collects the geolocation data to comply with civil, criminal, or regulatory inquiries, investigations, subpoenas, or summons by federal state, or local authorities.
Sources from Which CaptionCall, LLC Collected Information	The geolocation data is collected from the organization's customers.
Categories of third Parties to Whom CaptionCall, LLC Sold Personal Information	The organization does not sell the geolocation data to third parties.

Categories of third Parties with Whom CaptionCall, LLC Disclosed Personal Information	The organization shares the geolocation data with its subsidiaries, affiliates, services providers, independent contractors, and government agencies.
Category of Information	Protected Class Information
Specific Pieces of Information	The protected class information includes information relating to the customer's hearing loss.
Business Purpose(s) for Using Personal Information	<ul style="list-style-type: none"> - Protecting against malicious or illegal activity and prosecuting those responsible - Auditing related to a current interaction with the consumer and concurrent transactions - Performing services on behalf of the business or service provider including maintaining or servicing accounts; providing customer service; processing or fulfilling orders and transactions; verifying customer information; processing payments; providing financing; providing advertising or marketing services; providing analytic services; or providing similar services on behalf of the business or service provider
Commercial Purpose for Using Personal Information	The organization collects the protected class information to comply with the Federal Communications Commission's reporting requirements. The organization also collects the protected class information to comply with civil, criminal, or regulatory inquiries, investigations, subpoenas, or summons by federal state, or local authorities.
Sources from Which CaptionCall, LLC Collected Information	The protected class information is collected from the organization's customers.
Categories of third Parties to Whom CaptionCall, LLC Sold Personal Information	The organization does not sell the protected class information to third parties.
Categories of third Parties with Whom CaptionCall, LLC Disclosed Personal Information	The organization shares the protected class information with its subsidiaries, affiliates, services providers, independent contractors, and government agencies.

Your Rights Regarding the Data We Collect:

As a consumer in California, you have the right to request access to information, request the deletion of information, request CaptionCall, LLC disclose information, and request information about how CaptionCall, LLC sells or discloses your information to third parties for a business purpose.

Regarding information we sell or disclose to third parties, you have the right to opt out of such sale or disclosure at any time. You can exercise your right to opt out by contacting the Privacy Point of Contact identified below.

We are required to respond to any of your requests to exercise these above rights within 45 days. Should we be unable to comply within 45 days, we will contact you and let you know whether we can complete your request or whether we need more time to complete your request.

Exercising Your Rights:

If you want to exercise your rights, you may contact us or our Privacy Point of Contact at:

Organization

CaptionCall, LLC
Address: 4192 S Riverboat Road, Salt Lake City, UT 84123
Phone: 1-877-595-4012
Email: privacy@captioncall.com

Privacy Point of Contact

Chief Privacy Officer
Address: 4192 S Riverboat Road, Salt Lake City, UT 84123
Phone: 1-(877)-595-4012
Email: privacy@captioncall.com

The Privacy Point of Contact listed above, as well as employees who work with the Privacy Point of Contact, have received training to help you exercise your rights under the California Consumer Privacy Act.

Withdraw Consent:

If our legal basis for processing your information is based on your consent, you may withdraw your consent at any time by contacting The Chief Privacy Officer at the contact information above and informing him/her that you withdraw your consent.

Contacting Authorities:

If you would like to lodge a complaint against us, you may contact your local authority. If you have trouble locating an authority, please contact The Chief Privacy Officer above and they will help you.

Changes to Our Privacy Statement:

We keep this privacy statement under regular review and will place any updates on our website.

This privacy statement was last updated on 12/27/2019.