

VoiceSpring Privacy Policy

We value you as a Customer and know that you care how information about you is collected and used. This Privacy Policy informs you about what information we collect and how we use it. This Policy is part of our website and is also contained in our [Terms of Service and Agreement](#).

Personal Information We Collect

When we use the term “Personal Information” we mean information you provide to us and information we collect when you visit our website.

Information you provide to us includes all information you provide when you request a quote or when you establish and maintain an account with us. It also includes all information you provide when we deliver and provide Services to you and to service your account. This information may include business name, location, size and purpose, phone numbers, mobile numbers, email addresses and other contact information, employee names, payment and other financial information, call records and phone numbers of inbound and outbound calls, call recordings, service records, usage data, and other similar information.

How We Use Your Personal Information

We use your Personal Information for the following purposes, all of which relate to the relationship between you and us, and the Services we provide:

- to provide you with the Equipment and Services you order from us.
- for shipping, billing and collection purposes;
- to communicate with you and provide you with after-sales Services and support; and,
- to manage and respond to requests, inquiries, questions and from you.

We also may use and process your Personal Information for the purposes listed below, which are necessary for us to pursue our legitimate interests and provide you with quality Services:

- for security and fraud prevention purposes as well as for protecting our rights, pursuing available remedies and enforcing our [Terms of Service and Agreement](#);
- to administer our systems, debug, and improve the performance, optimization and accessibility of our website; and,
- to manage, monitor, improve, and optimize the use of our Services.

With your consent, we may also process your Personal Information to provide you with marketing communications, recommendations and special offers regarding our Services.

Please refer to the Your Choices and Rights section below for information regarding how you can manage your options and exercise your rights with respect to your data.

Disclosure Of Your Personal Information

VoiceSpring does not sell your Personal Information to outside marketers or advertisers. Under limited circumstances we may disclose the Personal Information we collect to third parties for all or part of the above-mentioned purposes. We may share your information with companies that provide technological or support services to us (such as credit card processors or web hosts) or that help us market our products and services. These companies may need information about you in order to perform their functions. These companies are only authorized to use the Personal Information we share with them for the purpose of delivering the service we hire them to provide and we only disclose the information they need to provide the specific service or function.

We may disclose your Personal Information to a person who is seeking the information and is acting as your agent. We may disclose your Personal Information when we believe the law requires it, in response to any demand by law enforcement authorities in connection with a criminal investigation, in response to civil or administrative authorities in connection with a pending civil case, governmental authorities or administrative investigation, or in connection with an investigation conducted by VoiceSpring.

Your Choices And Rights

You may correct or update your information by calling your VoiceSpring account manager at (309) 282-2900 or contact us online at info@voicespring.net. To see your personally identifiable information you may e-mail us at info@voicespring.net to arrange a time and convenient location to do so during our normal business hours. You will need to provide proper identification and you may examine records that contain personally identifiable information about you and no one else. We will work with you to make corrections if you believe any of your personally identifiable information is not accurate. We reserve the right to charge you for the cost of photocopying any documents you request.

Notice To California Residents

If you are a California resident, you may have certain additional rights. California Civil Code Section 1798.83 may permit you to request information regarding the disclosure of your Personal Information by VoiceSpring to third parties for the third parties' direct marketing purposes. If you are a California resident, please contact info@voicespring.net for additional information or to make a request.

Data Security And Retention

VoiceSpring has implemented safeguards and security measures designed to protect against the loss, misuse, or unauthorized access or disclosure of your Personal Information under our control. We also take measures to protect the Personal Information we disclose to third parties. Our service providers are bound by contract to keep your Personal Information confidential and use it only to perform services on our behalf.

Changes To Our Policy

We may change this Policy from time to time, and will post any revised Policy on our website. Any changes will apply only to Personal Information we collect after we have posted the revised Policy. If we make material changes to the way we collect, use or disclose Personal Information, we will notify you by posting a clear and prominent announcement on our website or through a direct communication. To the extent allowed by applicable law, your continued access to or use of this website following notice of any material changes to this Policy shall constitute consent to any amendments and/or modifications. Where required by law we will provide a separate notice or seek separate consent for changes to our privacy policy or practices.

Contact Us

If you have questions about this Privacy Policy or our data security practices, please contact:

- VoiceSpring LLC
- Attn: Doug Oberlander
- 2216 W. Altorfer Drive
- Peoria, Illinois 61615
- [\(309\) 282-2900](tel:3092822900)
- info@voicespring.net

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