

PRIVACY POLICY

Last Updated: August 17, 2026

We value your privacy and are committed to protecting your personal information. Please read this Privacy Policy carefully before using the www.voipdoctors.com website (the "Website"), operated by VoIP Doctors, LLC, a Limited Liability Company formed in New Jersey, United States ("we," "us," or "our"). This Privacy Policy explains how we collect, use, and protect the information you provide to us.

Your access to and use of the Website is conditioned upon your acceptance of and compliance with this Privacy Policy. This Privacy Policy applies to all visitors, users, and others who access or use the Website, and to information we collect and process in connection with our provision of voice, messaging, and related communications services (collectively, the "Services").

By accessing or using the Website, you agree to be bound by this Privacy Policy. If you do not agree with any part of this Privacy Policy, you may not access or use the Website.

What information we collect, where we get this information from, how we use this information, what happens if we don't have it, and the legal basis for processing this information

We collect any and all information that you enter on this Website. We also automatically collect certain technical information when you visit the Website, including your IP address, browser type and version, operating system, referring URLs, pages visited, time and date of your visit, time spent on pages, and other diagnostic data ("Automatically Collected Information"). This information is collected through cookies, log files, and similar tracking technologies. We use Automatically Collected Information to operate and improve the Website, analyze usage trends, and administer our services.

We collect the following information about you:

Specific Piece of Information	Legal basis for processing this information	Where we get this information	How we use this information	What happens if we don't have this information
Name	• The user has provided consent to the processing of their information; • Processing is necessary for the purpose of a legitimate	• Information submitted by the consumer	• Analytics; • Customer Relationship Management (CRM) system • Email marketing vendor	• Our use of your data for analytics will not be possible; • Our use of your data for CRM will not be possible. • Our use of your data for email marketing will not be possible

	interest pursued by us or by a third party			
Email address	• The user has provided consent to the processing of their information; • Processing is necessary for the purpose of a legitimate interest pursued by us or by a third party	• Information submitted by the consumer ;	• Analytics; • Customer Relationship Management (CRM) system • Email marketing vendor	• Our use of your data for analytics will not be possible; • Our use of your data for CRM will not be possible. • Our use of your data for email marketing will not be possible
Information regarding your interaction with our website or application	• The user has provided consent to the processing of their information; • Processing is necessary for the purpose of a legitimate interest pursued by us or by a third party	• Information submitted by the consumer .	• Analytics; • Customer Relationship Management (CRM) system • Email marketing vendor	• Our use of your data for analytics will not be possible; • Our use of your data for CRM will not be possible. • Our use of your data for email marketing will not be possible

HOW WE SHARE YOUR INFORMATION

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

Service Providers: We may share your information with trusted third-party vendors and service providers who assist us in operating the Website, conducting our business, and delivering our services, including analytics providers (such as Google Analytics), customer relationship

management (CRM) vendors, email marketing platforms, and payment processors. These third parties are authorized to use your information only as necessary to provide these services to us.

Legal Requirements: We may disclose your personal information if required to do so by law or in response to a valid subpoena, court order, or governmental request, or to protect the rights, property, or safety of VoIP Doctors, our customers, or others.

Business Transfers: In the event of a merger, acquisition, reorganization, or sale of all or a portion of our assets, your personal information may be transferred as part of that transaction.

With Your Consent: We may share your information with third parties when you have given us your explicit consent to do so.

We do not sell your personal information to third parties for their own marketing purposes.

HOW WE PROTECT YOUR INFORMATION

We have implemented the following measures to protect and safeguard your personal information:

- limiting the collection of personal information to what is reasonably necessary for business and operational purposes;
- using SSL encryption and other secure connection technologies when transmitting or receiving personal information;
- securely deleting or destroying personal information that is no longer required for legitimate business or legal purposes; and
- physically and/or logically segregating systems containing personal information from public networks, including the Internet, where appropriate.

In the event of a security breach that compromises personal information, VoIP Doctors will notify affected individuals and applicable regulatory authorities as required by applicable law, including the New Jersey Identity Theft Prevention Act (N.J.S.A. 56:8-161 et seq.) and any other applicable state breach notification laws. Notification will be made in the most expedient time possible and without unreasonable delay, consistent with the legitimate needs of law enforcement and any measures necessary to determine the scope of the breach and restore the reasonable integrity of the system.

AI AND AUTOMATED PROCESSING

We use, and may in the future expand our use of, artificial intelligence and automated processing tools to support and deliver the Services. These uses may include automated transcription of voice and video communications, automated summarization of calls and meetings, generation of analytics and quality metrics derived from communications metadata and content, routing and classification of support requests, and internal productivity and service-delivery tools used by our personnel.

Where we use third-party artificial intelligence or machine learning vendors, we engage them as service providers under contractual terms that restrict their use of your information to providing services to us. We do not permit such vendors to use the content of your communications to train their general-purpose models.

We do not use artificial intelligence or automated processing to make decisions that produce legal or similarly significant effects concerning you without human involvement. If we adopt any such automated decision-making in the future, we will update this Privacy Policy and provide any notice or opt-out rights required by applicable law.

COOKIES

A cookie is a small text file that is stored on your computer or device by your web browser when you visit a website. Cookies help analyze web traffic, recognize when you visit the Website, and remember your preferences and settings. Cookies allow the Website to provide a more personalized user experience and tailor certain features, content, and functionality based on your preferences and prior interactions with the Website.

This Website collects cookies and may use cookies for reasons including, but not limited to:

- Analyze our web traffic using an analytics package;
- Identify if you are signed in to the Website;
- Testing and improving Website content and functionality;
- Store information about your preferences;
- Recognizing users when they return to the Website.

Overall, cookies help us improve the functionality and performance of the Website by enabling us to better understand how users interact with the Website and which pages or features are most useful. Cookies do not provide VoIP Doctors with access to your computer or device beyond the information collected through your browser or voluntarily provided by you.

You may choose to accept or decline cookies through your browser settings. Most web browsers automatically accept cookies; however, you may modify your browser settings to decline or disable cookies if you prefer. Please note that disabling cookies may prevent certain features of the Website from functioning properly.

THIRD-PARTY LINKS

The Website may contain links to third-party websites, services, or content that are not owned or controlled by VoIP Doctors. This Privacy Policy applies only to the Website and the Services. VoIP Doctors has no control over and assumes no responsibility for the content, privacy policies, or practices of any third-party websites or services. We encourage you to review the privacy policies of any third-party sites or services that you visit.

CHILDREN'S PRIVACY

This Website is intended for use by a general audience and is not directed to children under the age of 18. VoIP Doctors do not knowingly collect personal information from individuals under 18 years of age. If we become aware that a person under the age of 18 has provided personal information through the Website, we will take reasonable steps to delete such information from our records.

ANALYTICS PROGRAMS

This Website uses Google Analytics to collect information about you and your behaviors. If you would like to opt out of Google Analytics, please visit <https://tools.google.com/dlpage/gaoptout/>.

INFORMATION RETENTION

We retain your personal information only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your information to the extent necessary to comply with our legal obligations, resolve disputes, and enforce our legal agreements and policies.

CALL AND MEETING RECORDING; TRANSCRIPTION

VoIP Doctors may record or transcribe telephone calls, video meetings, and other communications with you for quality assurance, training, dispute resolution, service improvement, and compliance purposes. Where required by applicable law, we will notify participants that a communication is being recorded and will obtain consent before recording.

The Services also include features that allow our customers to record, transcribe, and store their own communications. Where a customer uses these features, the customer determines whether recording occurs. If you have questions about a recording made by one of our customers, or wish to object to it, please contact that customer directly. VoIP Doctors processes recordings and transcripts created through these features on the customer's behalf and in accordance with our agreement with that customer.

Recordings and transcripts are retained in accordance with the Information Retention section of this Privacy Policy and any applicable customer agreement.

EXERCISING YOUR RIGHTS

Residents of Nevada may opt out of future sales of personal information by submitting a consumer request to info@voipdoctors.com.

California Residents: If you are a California resident, the California Consumer Privacy Act (CCPA), as amended by the California Privacy Rights Act (CPRA), provides you with the following rights regarding your personal information:

Right to Know: You have the right to request that we disclose the categories and specific pieces of personal information we have collected about you, the categories of sources from which we collected it, our business purposes for collecting it, and the categories of third parties with whom we share it.

Right to Delete: You have the right to request that we delete personal information we have collected from you, subject to certain exceptions.

Right to Correct: You have the right to request correction of inaccurate personal information we maintain about you.

Right to Opt-Out of Sale or Sharing: You have the right to opt out of the sale or sharing of your personal information. We do not sell personal information as defined under the CCPA/CPRA.

Right to Non-Discrimination: We will not discriminate against you for exercising any of the above rights.

To submit a California privacy rights request, please contact us at info@voipdoctors.com. We will respond to verifiable consumer requests within 45 days as required by applicable law.

ADDITIONAL STATE PRIVACY RIGHTS

Depending on your state of residence, you may have additional rights under state privacy law, including under the Colorado Privacy Act, the Connecticut Data Privacy Act, the New Jersey Data Privacy Act, the Oregon Consumer Privacy Act, the Texas Data Privacy and Security Act, the Utah Consumer Privacy Act, and the Virginia Consumer Data Protection Act. Where these laws apply to us, residents of these states may have the right to confirm whether we process their personal information and to access that information; to correct inaccuracies; to request deletion; to obtain a portable copy of the information they provided to us; and to opt out of targeted advertising, the sale of personal information, and profiling in furtherance of decisions producing legal or similarly significant effects. We do not sell personal information, engage in targeted advertising, or conduct profiling of the kind described above.

Residents of these states may also have the right to appeal the denial of a privacy rights request. To exercise any of these rights, or to appeal a decision, contact us at info@voipdoctors.com. We will respond within the timeframe required by the applicable state law. We will not discriminate against you for exercising these rights.

EMAIL COMMUNICATIONS

If you have subscribed to receive marketing communications from VoIP Doctors, you may opt out at any time by clicking the "unsubscribe" link in any marketing email we send, or by contacting us at info@voipdoctors.com. Please note that even if you opt out of marketing emails, we may still send you transactional or service-related communications, such as billing notices, service updates, and security alerts.

SMS MESSAGING AND MOBILE OPT-IN DATA

Messages we send. If you provide your mobile telephone number and consent to receive text messages from VoIP Doctors, we will use that number to send the categories of messages described at the point of opt-in, which may include account and service notifications, support communications, billing reminders, and, where you have separately consented, marketing messages. Consent to receive marketing text messages is not a condition of purchasing any goods or services.

We do not sell, rent, or share mobile telephone numbers or SMS consent data with third parties for their own marketing purposes. We share this information only with the messaging platforms, carriers, and service providers necessary to deliver the messages you have requested.

Message frequency varies. Message and data rates may apply. You may opt out of text messages at any time by replying STOP to any message, or by contacting us at info@voipdoctors.com. Reply HELP for assistance. Carriers are not liable for delayed or undelivered messages.

Messages sent by our customers. Our customers use the Services to send their own text messages, including messages sent through registered 10DLC campaigns. Where a customer sends messages using the Services, that customer determines who receives those messages, and VoIP Doctors processes recipient information on that customer's behalf. If you received a message from a VoIP Doctors customer and wish to opt out, reply STOP to that message or contact the sender directly.

DO NOT TRACK

Do Not Track is a preference you can set on your browser to inform websites that you do not want to be tracked. We do not respond to browser-based Do Not Track ("DNT") signals, as there is not yet a uniform industry standard for them. Because we do not sell personal information or engage in targeted advertising, we do not process personal information in the ways that opt-out preference signals are designed to address. You can either enable or disable Do Not Track by visiting the Preferences or Settings page of your browser.

CHANGES TO PRIVACY POLICY

VoIP Doctors reserves the right to amend, modify, or update this Privacy Policy at any time and in its sole discretion. Any changes to this Privacy Policy will become effective upon posting the updated Privacy Policy on this Website or application. Your continued use of the Website or Services following the posting of any revised Privacy Policy constitutes your acknowledgment and acceptance of such changes.

ACCOUNTABILITY

The following individual is responsible for overseeing VoIP Doctors' privacy practices, procedures, and compliance with this Privacy Policy:

Michael Barson
Chief Technology Officer
215-258-4670
info@voipdoctors.com

If you have any questions, concerns, or complaints regarding this Privacy Policy or our privacy practices, you may contact the individual identified above using the provided contact information.

QUESTIONS

If you have any questions, or concerns regarding this Privacy Policy, please contact VoIP Doctors at info@voipdoctors.com