

**European Union Privacy Notice
Captioncall, LLC**

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

Category of Information	Personal Identifiers
Specific Pieces of Information	The personal identifiers include: full name, physical address, mailing address, phone number, email address, date of birth, account number, and last four digits of government identification number.
Purpose for Processing 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 User Registration Database reporting requirements.
Legal Basis for Processing	The organization processes the personal information on the basis of legal obligation, consent, contractual obligations, and legitimate business interest.
Sources from Which Captioncall Collected Information	The personal identifiers are collected from the organization's customers.
Automated Processing or Profiling	No automated processing occurs.
Categories of third Parties with Whom Captioncall Disclosed Personal Information	The organization shares the personal identifiers with its subsidiaries, affiliates, services providers, independent contractors, and government agencies.
Transfer Outside of the European Economic Area	The personal information is transferred to the United States of America.
Category of Information	Internet Data
Specific Pieces of Information	The internet data includes: IP address, device ID, operating or information system, machine type, cookies, and website interactions.
Purpose for Processing 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 of violations of the organization's service and product agreements.
Legal Basis for Processing	The organization processes the personal information on the basis of consent and legitimate business interest.
Sources from Which Captioncall Collected Information	The internet data is collected from visitors of the organizations' websites and applications.
Automated Processing or Profiling	No automated processing occurs.
Categories of third Parties with Whom Captioncall Disclosed Personal Information	The organization shares the internet data with its subsidiaries, affiliates, services providers, and independent contractors.
Transfer Outside of the European Economic Area	The personal information is transferred to the United States of America.
Category of Information	Commercial Information
Specific Pieces of Information	The commercial information includes: user preferences, purchasing history, dates of service, date of last call, VRS/IP CTS provider name, and participation in promotional activities.
Purpose for Processing 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.
Legal Basis for Processing	The organization processes the personal information on the basis of legal obligation, consent, contractual obligations and legitimate business interest.
Sources from Which Captioncall Collected Information	The commercial information is collected from the organization's customers.
Automated Processing or Profiling	No automated processing occurs.
Categories of third Parties with Whom Captioncall Disclosed Personal Information	The organization shares the commercial information with its subsidiaries, affiliates, services providers, independent contractors, and government agencies.
Transfer Outside of the European Economic Area	The personal information is transferred to the United States of America.

Category of Information	Geolocation Data
Specific Pieces of Information	The geolocation data includes device location enables services.
Purpose for Processing Personal Information	The organization uses the geolocation services to provide customers with location-enables services, including 911 response.
Legal Basis for Processing	The organization processes the personal information on the basis of legal obligation, consent, and legitimate business interest.
Sources from Which Captioncall Collected Information	The geolocation data is collected from the organization's customers.
Automated Processing or Profiling	No automated processing occurs.
Categories of third Parties with Whom Captioncall Disclosed Personal Information	The organization shares the personal identifiers with its subsidiaries, affiliates, services providers, independent contractors, and government agencies.
Transfer Outside of the European Economic Area	The personal information is transferred to the United States of America.
Category of Information	Protected Class Information
Specific Pieces of Information	The protected class information includes information relating to the customer's hearing loss, including self-certifications.
Purpose for Processing Personal Information	The organization collects the protected class information to comply with the Federal Communications Commission's User Registration Database reporting requirements.
Legal Basis for Processing	The organization processes the personal information on the basis of legal obligation and consent.
Sources from Which Captioncall Collected Information	The protected class information is collected from the organization's customers.
Automated Processing or Profiling	No automated processing occurs.
Categories of third Parties with Whom Captioncall Disclosed Personal Information	The organization shares the protected class information with its subsidiaries, affiliates, services providers, independent contractors, and government agencies.
Transfer Outside of the European Economic Area	The personal information is transferred to the United States of America.

Your rights with regard to the data we collect:

As a Data Subject in the European Economic Area, you have the right to request, access, rectify, erase, and restrict how we process your Personal Data. These rights include the ability to review the Personal Data we have in our Information and Communications systems concerning you, the ability to make any corrections to that Personal Data, the ability to be informed of who that data may have been shared with, the ability to request that we erase all of our Personal Data, and the ability to restrict how we Process your Personal Data.

We are required to respond to any of your requests to exercise these above Data Subject rights within 30 days. Should we be unable to comply within 30 days, we will contact you anyway and let you know of any delay.

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: 1-877-595-4011
Email: privacy@captioncall.com

Privacy Point of Contact

The Chief Privacy Officer
Address: 4192 S Riverboat Road, Salt Lake City, UT 84123
Phone: 1-877-595-4011
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 General Data Protection 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 notice under regular review and will place any updates on our website.

This privacy statement was last updated on 01/01/2021.

