

**California 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.

<b>Category of Information</b>	Personal Information from Customers
<b>Specific Pieces of Information</b>	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.
<b>Business Purpose(s) for Using Personal Information</b>	<ul style="list-style-type: none"> <li>- Auditing related to a current interaction with the consumer and concurrent transactions</li> <li>- 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</li> <li>- Protecting against malicious or illegal activity and prosecuting those responsible</li> </ul>
<b>Commercial Purpose for Using Personal Information</b>	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.
<b>Sources from Which Captioncall Collected Information</b>	<p>The personal identifiers are collected from the organization's customers.</p> <p>Personal identifiers may be gathered from third parties.</p>
<b>Categories of third Parties to Whom Captioncall Sold Personal Information</b>	The organization does not sell the personal identifiers to third parties.
<b>Categories of third Parties with Whom Captioncall Disclosed Personal Information</b>	The organization shares the personal identifiers with its subsidiaries, affiliates, referring audiologists, services providers, independent contractors, and government agencies.

<b>Category of Information</b>	Internet Data
<b>Specific Pieces of Information</b>	The internet data includes: IP address, device ID, operating or information system, machine type, cookies, and website interactions.
<b>Business Purpose(s) for Using Personal Information</b>	<ul style="list-style-type: none"> <li>- Auditing related to a current interaction with the consumer and concurrent transactions</li> <li>- Debugging to identify and repair errors that impair existing intended functionality</li> <li>- 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</li> <li>- Undertaking internal research for technological development and demonstration</li> <li>- Detecting security incidents</li> </ul>
<b>Commercial Purpose for Using Personal Information</b>	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.
<b>Sources from Which Captioncall Collected Information</b>	The internet data is collected from visitors of the organizations' websites and applications.
<b>Categories of third Parties to Whom Captioncall Sold Personal Information</b>	The organization does not sell the internet data to third parties.
<b>Categories of third Parties with Whom Captioncall Disclosed Personal Information</b>	The organization shares the internet data with its subsidiaries, affiliates, services providers, and independent contractors.

<b>Category of Information</b>	Commercial Information
<b>Specific Pieces of Information</b>	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.

<b>Business Purpose(s) for Using Personal Information</b>	<ul style="list-style-type: none"> <li>- 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</li> <li>- Auditing related to a current interaction with the consumer and concurrent transactions</li> <li>- Debugging to identify and repair errors that impair existing intended functionality</li> <li>- Undertaking activities to verify or maintain the quality or safety of a service or device that is owned or manufactured by the business</li> </ul>
<b>Commercial Purpose for Using Personal Information</b>	<p>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.</p>
<b>Sources from Which Captioncall Collected Information</b>	<p>The commercial information is collected from the organization's customers.</p>
<b>Categories of third Parties to Whom Captioncall Sold Personal Information</b>	<p>The organization does not sell the commercial information to third parties.</p>
<b>Categories of third Parties with Whom Captioncall Disclosed Personal Information</b>	<p>The organization shares the commercial information with its subsidiaries, affiliates, services providers, independent contractors, and government agencies.</p>

<b>Category of Information</b>	<b>Geolocation Data</b>
<b>Specific Pieces of Information</b>	<p>The geolocation data includes device location enables services.</p>
<b>Business Purpose(s) for Using Personal Information</b>	<ul style="list-style-type: none"> <li>- 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</li> </ul>

	<p>service provider</p> <ul style="list-style-type: none"> <li>- Auditing related to a current interaction with the consumer and concurrent transactions</li> <li>- Debugging to identify and repair errors that impair existing intended functionality</li> <li>- Undertaking activities to verify or maintain the quality or safety of a service or device that is owned or manufactured by the business</li> </ul>
<b>Commercial Purpose for Using Personal Information</b>	The organization uses the geolocation services to provide customers with location-enabled services, including 911 response.
<b>Sources from Which Call Collected Information</b>	The geolocation data is collected from the organization's customers.
<b>Categories of third Parties to Whom Call Sold Personal Information</b>	The organization does not sell the geolocation data to third parties.
<b>Categories of third Parties with Whom Call Disclosed Personal Information</b>	The organization shares the personal identifiers with its subsidiaries, affiliates, services providers, independent contractors, and government agencies.

<b>Category of Information</b>	Protected Class Information
<b>Specific Pieces of Information</b>	The protected class information includes information relating to the customer's hearing loss, including self-certifications.
<b>Business Purpose(s) for Using Personal Information</b>	<ul style="list-style-type: none"> <li>- Protecting against malicious or illegal activity and prosecuting those responsible</li> <li>- Auditing related to a current interaction with the consumer and concurrent transactions</li> <li>- 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</li> </ul>
<b>Commercial Purpose for Using Personal Information</b>	The organization collects the protected class information to comply with the Federal Communications Commission's User Registration Database reporting requirements.

<b>Sources from Which Captioncall Collected Information</b>	The protected class information is collected from the organization's customers.
<b>Categories of third Parties to Whom Captioncall Sold Personal Information</b>	The organization does not sell the protected class information to third parties.
<b>Categories of third Parties with Whom Captioncall Disclosed Personal Information</b>	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 disclose information, and request information about how Captioncall 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 on our website: .

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: 1-877-595-4011  
Email: [privacy@captioncall.com](mailto: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](mailto: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 01/01/2021.