

SOUND TELECOM PRIVACY POLICY

Introduction

Sound Telecom is dedicated to the privacy of our customers. We have developed a Privacy Policy that will help you understand how we obtain and use sensitive information that is provided to us. We promise to do our best to protect your privacy and we value the trust that you place in us. Our Privacy Policy covers all aspects of personal and account-related information use. We may, in due course, change the way we do business and process information and such changes may affect our Privacy Policy. However, we will not create policy and procedure that will put our customers at risk. We will secure all applicable consent forms and/or provide the ability for you to opt-out. Please review our Privacy Policy periodically for the most current information. Read this agreement carefully. When you use our site you are consenting to the Terms contained within our Privacy Policy. If you do not agree with this Policy please do not use our site.

You will find our Privacy Policy organized into the following sections:

Collecting Information

- [What information we collect](#)
- [When we collect your information](#)
- [How we collect your information](#)
- [Why we collect your information](#)
- [Who we collect information from](#)
- [Honesty](#)

Sharing Information

- [Agents and Vendors](#)
- [Tech Support and General Customer Service](#)
- [With Your Consent](#)
- [Spam](#)

Security and Storage

- [Data and Integrity](#)
- [Data Access](#)
- [Updates and Changes](#)

Data Transfer

General Communications

Governance and Enforcement

Policy Changes

Contact Us

Collecting Information

What information we collect:

Offered Information – When you offer information to us you are visiting and browsing our website, filling out a contact form or calling us to discuss our products and services. These actions you are taking with full knowledge and you are offering this information to us of your own will. Your actions may result in the delivery of your name, address, and phone numbers, email addresses and areas of interest to us. You are in no way required to provide this information but then you may not be able to benefit from many of our services.

Collected Information – With respect to our Website usage, we gather other types of information from you. For example, when you browse our site we collect your Internet Protocol (IP) address used to connect your computer to the Internet; and/or the Uniform Resource Locator (URL) that you visited prior to clicking to our site. We may also collect your e-mail address and other pertinent information when you fill out a request for information or submit to a customer service evaluation.

When we collect your information:

We collect Web-related and site-specific information every time you visit us online. We also collect your information whenever you volunteer it to us. For example, when you speak with our customer service agents or sales associates you volunteer information to us. Accordingly, our Billing department collects information from you per our contracted agreements. In general, Sound Telecom collects data on most of our daily interactions with you whether you are an existing customer or one that is just thinking about using our services.

How we collect your information:

When you browse our website, we use Cookies to monitor your visit with us. Cookies are alphanumeric identifiers that we send to your computer through your Web browser. These Cookies help enable our systems to recognize your browser when you come back for a second visit and can even help us remember where you've been on our website during the same visit. Cookies are stored on your computer's hard drive. Cookies allow us to store your Internet Protocol (IP) address used to connect your computer to the Internet; e-mail address; contact information, the full Uniform Resource Locator (URL) of the site you visited prior to accessing our site; your "click stream" which is the pathway you have chosen arriving to, navigating through, and exiting from our website. This information will often be date and time-stamped and the Cookie will be ascribed a session value so we can track particular usage data including pages that you viewed and visited. We may also collect your contact information when you fill out a "Contact Us" form or send us an emailed, mailed or faxed request for more information.

Should you decline the use of Cookies, the Help portion of the toolbar on most browsers will show you how to prevent your browser from accepting new cookies. You can also have your browser notify you when you receive a new cookie and can disable cookies altogether. We will not be able to provide you with a personalized experience at www.sound-tele.com if we cannot recognize you, but we want you to be aware that this option is available to you.

Of course, we also collect information whenever you or your customers call us on the phone or correspond with us in any way.

Why we collect your information:

We use the information that we collect and that you provide so that we can better serve you. We use evaluations of this information to improve our service and responsiveness to you. We reserve the right to perform statistical analyses of user behavior and characteristics in order to measure interest in and use of the various areas of the site or within our business. "Aggregated" data – meaning that the information from many users is grouped together in a way that treats the individual as a statistical element of a much larger group. Cookies, for example, do not disclose the personal information of any particular user – from those analyses may be provided to third parties for both advertising and promotional purposes.

Who we collect information from:

We collect information from our current and prospective customers, our vendors and our business associates. We also collect information about everyone that visits our website. However, we do not specifically collect nor do we request information on children and no information should be submitted to or posted at our site by visitors under 13 years of age without the prior consent of their parent or guardian. No information collected from guests under 13 years of age is used for any marketing purpose whatsoever.

Honesty:

We practice honesty. We will never attempt to mislead, deceive or defraud you.

[BACK TO TOP](#)

Sharing Information

Information about our existing and prospective clients is important to our business, but we do not sell this information to other parties. When necessary, and due to business need, we may share information to Sound Telecom vendors or business associates that agree to our Privacy Policies, and/or adhere to similar guidelines. Some examples of sharing information may involve the Protection of Sound Telecom and Others in order to comply with the law, enforce or apply our Terms of Use and other agreements, or protect the rights, property, or safety of Sound Telecom, our users, or Others, we may need to disclose gathered customer information. This includes exchanging information with other companies and organizations for fraud protection. This disclosure does not include any commercial sharing.

Agents and Vendors:

We utilize, contract and associate other companies, vendors and individuals to perform functions and services on our behalf. Examples include telephone answering services, outbound telemarketing, industry surveys, sending postal mail and e-mail, removing repetitive information from customer lists, analyzing data, database updates and providing marketing assistance to name a few. Access to customer information is on an as-needed basis, and this material may not be used for other purposes than those arranged.

Tech Support and General Customer Service:

We collect data each and every time we are requested to perform technical support and assistance or general customer support. This data will be used to properly execute the tasks requested of us and will not extend beyond our contracted support arrangements.

With Your Consent:

To share your data for reasons other than those described above, we will ask for your consent and approval prior such an event and will allow you an opportunity to opt-out.

Spam:

We do not send our customers Spam ever.

[BACK TO TOP](#)

Security and Storage

Sound Telecom will protect the security of your information. We have put in place appropriate physical, electronic, and managerial procedures to safeguard information we collect.

Data and Integrity:

Sound Telecom agrees to take reasonable steps to ensure that information is used only to the extent of the purposes for which it was intended. We will not use information in a way that has not been authorized by you.

Data Access:

Sound Telecom will keep your personal information accurate and up-to-date. At times we may need your help to do this. We will provide you with access to your information and will make every effort to provide you with secure access to your data so that you may review, update or correct your information.

Updates and Changes:

Sound Telecom will also take reasonable steps to verify your identity before granting you access or enabling you to make corrections with respect to our online services. Additionally, we may ask you to verify your identity before granting you access to your data when you call us on the phone or contact us by some other means.

[BACK TO TOP](#)

Data Transfer

Sound Telecom may transfer your data across intra-state, inter-state or country borders as part of a greater effort to consolidate data storage and simplify the management of customer information. Interstate and Intra-state

[BACK TO TOP](#)

General Communications

At times, Sound Telecom will use your information to contact you to provide you with updates regarding:

- ✓ Related product and service communications
- ✓ Promotional or informative communications
- ✓ Other product and service communications

Of course, you will have the opportunity to opt-out of these communications at any time by contacting us using the methods outlined in the "Contact Us" section of our Privacy Policy.

Email, Fax, Telephone, Postal and Other Communications - If at any time after asking to receive information from Sound Telecom or its subsidiaries you decide that you do not want to receive further correspondence from us, please contact us using the methods described in the "Contact Us" section of our Privacy Policy.

[BACK TO TOP](#)

Governance and Enforcement

Governance - Sound Telecom engages in periodic self-audits to verify compliance. Our audit goal is to affirm that this Privacy Policy is accurate, complete and actionable. We also confirm that users have immediate access to our Privacy Policy and that it is clearly displayed on our site. Sound Telecom will also verify that its employee training and internal procedures are also in agreement to our Privacy Policy.

Enforcement – If you have any dispute or disagreement with our Privacy Policy please contact us using the methods described in the "Contact Us" section of our Privacy Policy. Sound Telecom may present to mediation any violation of its intellectual property rights. In so doing, it may be necessary to request relief in an appropriate state or federal court. Legal mediation will be conducted under the established rules of

the American Arbitration Association. The arbitrator's decree shall be binding and may be entered as a judgment in any court of competent jurisdiction. No mediation under this Agreement shall be joined to an arbitration involving any other party subject to this Agreement, whether through class action proceedings or otherwise.

[BACK TO TOP](#)

Policy Changes

Sound Telecom will review this policy periodically and reserves the right, at our discretion, to modify or remove any portions of our Privacy Policy at any time. If we decide to change our Privacy Policy, we will post those changes on this page. Your continued use of our site following the posting of changes to these terms will mean you accept those changes.

[BACK TO TOP](#)

Contact Us

You may contact Sound Telecom if you have any questions, concerns or comments about our Privacy Policy or our information handling practices.

Sound Telecom
Phone: (800) 577-1550
Fax: (888) 383-3388
Email: info@sound-tele.com
Mail: P.O. Box 346
Issaquah, WA 98027
Website: www.sound-tele.com

[BACK TO TOP](#)