

PRIVACY POLICY

06/01/2026

1. Introduction

EdgeNode ("we," "our," or "us") respects your privacy. This Privacy Policy explains how we collect, use, disclose, store, and protect your personal information when you use our services.

2. Information We Collect

A. Information You Provide Directly

We collect personal information when you:

- Create an account
- Contact customer support
- Opt into SMS/VoIP communications
- Complete web forms

This may include:

- First and last name
- Business name
- Email address
- Phone number (including mobile for SMS)
- Billing address
- Payment information (processed securely via third-party processors)

B. SMS/VoIP-Specific Information

When you opt into our SMS or VoIP services, we also collect:

- Mobile phone number
- Message content you send to us
- Message timestamps and delivery status
- Opt-in/opt-out consent records

3. How We Collect Your Information

We collect information through:

- Online sign-up forms on our website
- SMS opt-in (texting a keyword or number)
- VoIP account registration
- Customer support interactions (email, phone, chat)
- Registration or purchase forms (in-person or online)

4. How We Use Your Information

We use your information to:

- Provide, operate, and maintain our services
- Send transactional messages (account notifications, alerts, support updates)
- Respond to your inquiries and support requests
- Authenticate users and secure accounts
- Improve our services and troubleshoot technical issues
- Comply with legal obligations

5. SMS Privacy Policy

A. Consent to Receive Messages

"You agree to receive informational messages (appointment reminders, account notifications, service alerts, etc.) from EdgeNode. Message frequency varies. Message and data rates may apply. For help, reply HELP or email us at support@edgenode.us. You can opt out at any time by replying STOP."

B. Data Sharing for SMS

- Mobile information will NOT be shared with third parties/affiliates for marketing or promotional purposes.
- SMS opt-in data and consent will NOT be shared with any third parties.
- We may share information with trusted service providers who help deliver SMS/VoIP services: SMS gateway providers, phone carriers, VoIP platform providers, customer support platforms. These vendors are obligated to keep your information secure.

C. Opt-Out Rights

- You can opt out by replying STOP to any message.

- After opting out, you will not receive further messages unless you opt in again.
- You may also opt out by contacting us, see section 13.

6. VoIP Privacy

For VoIP services:

- Call metadata (timestamps, duration, numbers) is collected for service operation.
- Call content is not stored unless required for compliance or support (with your consent).
- We do not share VoIP data for marketing purposes.
- We comply with FCC VoIP privacy rules and lawful request disclosures.

7. Data Sharing and Disclosure

We do not sell your personal information.

We may share information with:

- Service providers (hosting, payment, SMS/VoIP platforms)
- Legal authorities (if required by law)
- Third parties to protect our rights, prevent fraud, or avoid liability

8. Data Security

We implement reasonable technical and organizational measures to protect your data:

- Encryption for data in transit and at rest
- Secure authentication (multi-factor options)
- Security audits
- Access controls for employee access

However, no method of transmission over the internet is 100% secure.

9. Data Retention

We retain your data:

- For as long as your account is active

- As needed to provide services
- To comply with legal obligations
- Until you request deletion (where applicable)

SMS data is retained only as necessary for service delivery or legal compliance.

10. Your Rights

You may:

- Request access to your personal data
- Request correction of inaccurate data
- Request deletion of your data (where applicable)
- Opt out of SMS/VoIP marketing messages
- Withdraw consent (without affecting prior lawful processing)

To exercise rights, contact us, see section 13.

11. CCPA/CPRA Notice (California Residents)

California residents have additional rights:

- Right to know what personal data is collected
- Right to delete personal data
- Right to opt-out of sale/sharing (we don't sell your data)
- Right to non-discrimination

12. Changes to This Policy

We may update this policy periodically. Material changes will be notified via:

- Email
- SMS (for SMS-related changes)
- Website notice

Continued use indicates acceptance of revised policy.

13. Contact Us

For questions about this policy or your data, contact us using one of the methods below:

- **Website:** <https://edgenode.us>
- **Email:** support@edgenode.us
- **Phone:** +1 (502) 890-2042
- **Address:** EdgeNode PO Box 64 Shelbyville, KY 40066