

ONLINE PRIVACY POLICY AGREEMENT

August 01, 2024 (Revised 2/11/25)

Complete 3 Tech Solutions ("C3TS Support") values its users' privacy. This Privacy Policy ("Policy") will help you understand how we collect and use personal information from those who visit our website or make use of our online facilities and services, and what we will and will not do with the information we collect. Our Policy has been designed and created to assure those affiliated with Complete 3 Tech Solutions of our commitment and realization of our obligation not only to meet but to exceed most existing privacy standards.

We reserve the right to make changes to this Policy at any given time. If you have not registered with us and want to make sure that you are up to date with the latest changes, we advise you to frequently visit this page. If you are a registered user, we will notify you via email of any changes or updates made to this Policy. If at any point in time Complete 3 Tech Solutions decides to make use of any personally identifiable information on file, in a manner vastly different from that which was stated when this information was initially collected, the user or users shall be promptly notified by email. Users at that time shall have the option as to whether to permit the use of their information in this separate manner.

This Policy applies to Complete 3 Tech Solutions, and it governs any and all data collection and usage by us. Through the use of <https://complete3techsolutions.com/>, you are therefore consenting to the data collection procedures expressed in this Policy.

Please note that this Policy does not govern the collection and use of information by companies that Complete 3 Tech Solutions does not control, nor by individuals not employed or managed by us. If you visit a website that we mention or link to, be sure to review its privacy policy before providing the site with information. It is highly recommended and suggested that you review the privacy policies and conditions of any website you choose to use or frequent to better understand the way in which websites garner, make use of, and share the information collected.

1. Information We Collect

We may collect the following types of information:

- **Personal Information:** Name, email address, phone number, billing details, and other identifying information.
- **Non-Personal Information:** IP address, browser type, operating system, and other technical details.
- **SMS and Communication Preferences:** If you opt into SMS communications, we collect your mobile number and consent preferences.
- **Anonymous Demographic Information:** Age, gender, household income, political affiliation, race, and religion, which will assist us in providing superior service.

2. Why We Collect Information and For How Long

We are collecting your data for several reasons:

- To better understand your needs and provide the services you have requested.
- To fulfill our legitimate interest in improving our services and products.
- To send transactional messages related to our services.
- To communicate promotional or marketing content, with prior consent.
- To fulfill legal and compliance obligations.
- To contact you for surveys or market research with your consent.
- To customize our website according to your online behavior and personal preferences.

The data we collect from you will be stored for no longer than necessary. The length of time we retain said information will be determined based on:

- The length of time your personal information remains relevant.
 - The length of time it is reasonable to keep records for legal and regulatory compliance.
 - Any limitation periods within which claims might be made.
 - Any retention periods prescribed by law or recommended by regulators.
 - The type of contract we have with you and the existence of your consent.
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3. SMS Messaging and 10DLC Compliance

To comply with **10DLC (10-Digit Long Code)** regulations, we follow strict messaging policies:

Opt-In Consent Requirement

By providing your mobile number, you expressly consent to receive text messages from C3TS, including:

- Service notifications
- Account updates
- Promotional messages (if separately opted in)

Opt-Out Instructions

You may opt out of SMS messages at any time by replying **STOP** to any message you receive. You may also contact us at **support@complete3tech.com** to request removal from SMS communications.

Message Frequency & Charges

- Message frequency varies based on user activity and service engagement.
- Standard message and data rates may apply.

No Third-Party Data Sharing for Marketing

- No mobile information will be shared with third parties or affiliates for marketing/promotional purposes.

- Data sharing occurs only when required to provide requested services or comply with legal obligations.

Carrier Liability Disclaimer

Wireless carriers are not liable for delayed or undelivered messages.

4. Data Retention & Security

We retain personal data only for as long as necessary for business and legal purposes. Your data is stored securely and protected against unauthorized access, loss, or misuse.

- We use encryption (SSL) for secure communications.
 - Only authorized personnel have access to personal information.
 - Our servers are maintained in a secure environment.
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5. Children's Privacy

We do not knowingly collect information from children under the age of **13**. If such information is collected inadvertently, we will delete it promptly.

6. Third-Party Links & Services

Our website may contain links to third-party sites. We are not responsible for their privacy policies or practices. We encourage users to review the privacy policies of any third-party sites they visit.

7. Your Rights & Choices

You may access, correct, or delete your personal data by contacting us at **support@complete3tech.com**.

- Users have the right to opt out of marketing communications.
 - Users can request data deletion or modifications.
 - We comply with **GDPR** and **CCPA** regulations regarding user data rights.
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8. Updates to This Policy

We reserve the right to update this policy periodically. Continued use of our services indicates your acceptance of any changes.

- Users will be notified via email if they are registered.
 - The updated policy will always be available on our website.
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9. Contact Us

If you have any questions regarding this Privacy Policy, please contact us:

 **Email:** support@complete3tech.com

 **Mailing Address:**

Complete 3 Tech Solutions
1025 23rd St S, Ste 210
Birmingham, AL 35205

GDPR Disclosure:

If you answered "yes" to the question Does your website comply with the General Data Protection Regulation ("GDPR")? then the Privacy Policy above includes language that is meant to account for such compliance. Nevertheless, in order to be fully compliant with GDPR regulations your company must fulfill other requirements such as: (i) doing an assessment of data processing activities to improve security; (ii) have a data processing agreement with any third party vendors; (iii) appoint a data protection officer for the company to monitor GDPR compliance; (iv) designate a representative based in the EU under certain circumstances; and (v) have a protocol in place to handle a potential data breach. For more details on how to make sure your company is fully compliant with GDPR, please visit the official website at <https://gdpr.eu>. FormSwift and its subsidiaries are in no way responsible for determining whether or not your company is in fact compliant with GDPR and takes no responsibility for the use you make of this Privacy Policy or for any potential liability your company may face in relation to any GDPR compliance issues.

COPPA Compliance Disclosure:

This Privacy Policy presumes that your website is not directed at children under the age of 13 and does not knowingly collect personal identifiable information from them or allow others to do the same through your site. If this is not true for your website or online service and you do collect such information (or allow others to do so), please be aware that you must be compliant with all COPPA regulations and guidelines in order to avoid violations which could lead to law enforcement actions, including civil penalties.

In order to be fully compliant with COPPA your website or online service must fulfill other requirements such as: (i) posting a privacy policy which describes not only *your* practices, but also the practices of any others collecting personal information on your site or service — for example, plug-ins or ad networks; (ii) include a prominent link to your privacy policy anywhere you collect personal information from children; (iii) include a description of parental rights (e.g. that you won't require a child to disclose more information than is reasonably necessary, that they can review their child's personal information, direct you to delete it, and refuse to allow any further

collection or use of the child's information, and the procedures to exercise their rights); (iv) give parents "direct notice" of your information practices before collecting information from their children; and (v) obtain the parents' "verifiable consent" before collecting, using or disclosing personal information from a child. For more information on the definition of these terms and how to make sure your website or online service is fully compliant with COPPA please visit <https://www.ftc.gov/tips-advice/business-center/guidance/childrens-online-privacy-protection-rule-six-step-compliance>. FormSwift and its subsidiaries are in no way responsible for determining whether or not your company is in fact compliant with COPPA and takes no responsibility for the use you make of this Privacy Policy or for any potential liability your company may face in relation to any COPPA compliance issues.

California Consumer Privacy Act ("CCPA") Compliance Disclosure: The CCPA is a collection of privacy laws enacted by the California legislature which is meant to protect Californians' personal data from being sold or used without their consent. The requirements of the CCPA apply to, among others, businesses that (i) have a gross annual revenue of at least \$25 million dollars; or (ii) buys, receives, or sells personal information of 50,000 or more Californian consumers, households or devices; or (iii) derives 50% or more of its revenue from the sale of personal information. If your business meets these requirements or is otherwise based out of California, you must comply with the requirements of the CCPA or risk facing fines, sanctions and civil penalties. For more information about CCPA and its requirements please visit https://leginfo.ca.gov/faces/billTextClient.xhtml?bill_id=201720180AB375. Please note that the CCPA is scheduled to be updated by January 2023 with new requirements and definitions so please be sure to check those regulations periodically to make sure your Privacy Policy is up to date. FormSwift and its subsidiaries are in no way responsible for determining whether or not your company is in fact compliant with the CCPA or any other privacy regulations, and takes no responsibility for the use you make of this Privacy Policy or for any potential liability your company may face in relation to any compliance issues.