



Headand Communications Privacy Policy

Effective Date: 01/15/2023

At Headland Communications ("we", "our", or "us"), your privacy is important to us. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our services, visit our website, or communicate with us.

By using our services, you consent to the practices described in this policy.

1. Information We Collect

We collect the following types of information:

a. Personal Information

Information you provide to us, such as:

- Name, address, email, and phone number
- Billing and payment information
- Login credentials and user account details

b. Technical & Usage Data

Automatically collected information, including:

- IP address and browser type
- Device and network data
- Telephone call logs (call origin, destination, timestamps—not content)
- Usage statistics and error reports

c. Cookies and Tracking Technologies

Our website uses cookies and similar technologies for:

- Website functionality and analytics
- Remembering user preferences
- Improving user experience

You can control cookie settings in your browser at any time.

2. How We Use Your Information

We use collected data to:

- Provide and manage our VoIP and telephony services
- Authenticate and secure user access
- Process billing and payment
- Monitor service usage and performance
- Respond to support requests
- Comply with legal and regulatory obligations



3. Sharing Your Information

We do not sell your personal data. We may share it with trusted third parties under the following circumstances:

- Service Providers – Companies we work with to operate our systems (e.g., payment processors, analytics tools).
- Regulatory Authorities – When required to comply with lawful requests, subpoenas, or telecommunications regulations (e.g., CALEA).
- Business Transfers – In the case of a merger, sale, or acquisition, user data may be transferred as part of the assets.

All third parties are bound by confidentiality and security obligations.

4. Your Rights and Choices

Depending on your location, you may have the following rights:

- Access or correct your personal data
- Request deletion of your data
- Object to or restrict certain types of data processing
- Port your data to another provider
- File a complaint with a privacy authority

To exercise your rights, please contact our support team or your account manager.

5. Data Security

We employ industry-standard safeguards to protect your data, including:

- Encryption of sensitive data (in transit and at rest)
- Role-based access control
- Regular security audits and system updates

6. Data Retention

We retain personal information only for as long as necessary to:

- Fulfill the purposes outlined above
- Comply with legal, regulatory, and operational requirements

Call detail records (CDRs) and logs may be retained as required by law.

7. International Data Transfers

If you are accessing our services from outside the United States, please note that your data may be processed and stored in the U.S. and other countries. We take appropriate safeguards when transferring data internationally.



8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date. Your continued use of our services constitutes your acceptance of the updated policy.

9. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, contact our support team or your account manager.