

SAI Privacy Policy

Effective as of March 21, 2024

Introduction

SAI ("we," "us," "our") is committed to protecting the privacy of individuals whose Call Detail Records (CDR) we collect and process while providing our Service. This Privacy Policy outlines our practices regarding the collection, use and disclosure of CDR and other personal information we receive from our users and clients.

This Policy applies to all personal information received by SAI in any format, including electronic, paper or verbal. If you choose to provide SAI with personal data as part of a request for information about our products and services, we will only use it to respond to inquiries, better understand your needs and provide the highest quality of service.

By using our website or Service, you acknowledge that you have read and understand this Privacy Policy. If you choose to use our Service, you agree to SAI collecting and using information in accordance with this policy. SAI uses the personal information we collect to provide and improve the Service. We will not use or share your information with anyone, except as described in this Privacy Policy.

Information Collection and Use

Types of Information Collected

SAI's Service is to collect and process Call Detail Records from customer telecommunications equipment in order to provide telecom usage and other reports used for management of corporate telecom facilities. During this process, the customer may provide some or all the following information based upon contracted service levels and local privacy laws:

- Company Name
- Department Name
- Employee Name
- Employee Title
- Telephone or Extension Numbers
- Email Address
- Physical and Mailing Address, City, State, Zip Code
- Call Detail Records, including date, time, duration, number dialed, calling number, and the type of call (voice, SMS, etc.). We may also collect additional information as necessary, such as the geographical location of calls and the identity of the service provider.

Sources of Information

SAI primarily receives Call Detail Records directly from telecommunications providers, with the explicit consent of their customers. Additionally, we may collect information directly from our users when they voluntarily provide it through our website or while using our Service.

Cookies

Public Website

Our public website uses cookies to collection information required to analyze trends, administer the site, track users' movements around the site and gather demographic information about our user base. We may receive reports based on the use of these technologies by companies both individually and aggregated. You have the option to either accept or refuse these cookies.

Service Website

Our Private Report Website uses both session ID cookies and persistent cookies. We use session cookies in our Virtual Telemangement System (VTS) to maintain the login. If you reject that cookie, the system will not work.

A session ID cookie expires when you close your browser and we do not store any private information in conjunction with session cookies. Users can control the use of cookies at the individual browser level. If you reject cookies, you may still use our site, but your ability to use some features or areas of our site may be limited.

Log Data

Whenever you visit our Service, we collect information that your browser sends us, called Log Data. This Log Data may include information such as your computer's Internet Protocol (IP) address, browser type and version, pages of our Service that you visit, the time and date of your visit, the time spent on those pages and other statistics. We do not link this automatically collected data to other information we collect about you.

Links to Other Sites

Our Service may contain links to other sites. If you click on a third-party link, you will be directed to that site. Note that we do not operate these external sites. Therefore, we strongly advise you to review the Privacy Policy of these websites. We have no control over, and assume no responsibility for content, privacy policies or practices of third-party sites or services.

Use of Information

We use the information we collect, including Call Detail Records, for the following purposes:

- To provide, maintain and improve our services, including analyzing call patterns, detecting fraud and optimizing network performance.
- To comply with applicable laws and regulations.
- For billing and accounting purposes.
- To communicate with our users and clients about our services, including updates, security alerts and support messages.
- To provide news, special offers and general information about other goods, services and events which we offer that are similar to those already purchased or enquired about, unless the user has opted out of receiving such information.

- We may use personal information for other purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns and to evaluate and improve our products, services, marketing and user experience.

Disclosure of Information

We may disclose the information we collect in the following circumstances:

- To comply with legal obligations, such as court orders or requests from government authorities.
- In the event of a merger, acquisition or sale of all or a portion of our assets, we will notify users via email and/or a prominent notice on our website of any change in ownership or uses of their personal information, as well as any choices they may have regarding their personal information.

Data Security

We value your trust in providing us your personal information, and strive to use commercially acceptable means of protecting it. We implement reasonable and appropriate security measures to protect against unauthorized access, alteration, disclosure or destruction of personal information. However, no security system is impenetrable, and we cannot guarantee the security of our databases. Nor can we guarantee that the information you supply will not be intercepted while transmitted to us over the Internet.

Data Retention

We retain Call Detail Records and other personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law. We will retain your information for as long as your account is active or as needed to provide you services.

If you wish to cancel your account or request that we no longer use your information to provide you services, contact us at privacyofficer@sierragold.com. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

Your Rights

You have certain rights regarding your personal information, including the right to access, correct, delete or restrict the use of your personal information. To exercise these rights, please contact us using the contact information provided below.

Changes to This Privacy Policy

SAI may update this Privacy Policy from time to time. We will notify users of any changes via email to the email address specified in your account, and by posting the new Privacy Policy on our website. We advise you periodically to review this Privacy Policy for any changes. Changes are effective immediately after posting to the website.

How to Contact SAI

If you have any questions about this Privacy Policy or our treatment of your personal information, you can contact SAI at:

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