

Privacy Policy

We value your privacy and prioritize it's safety. This Privacy Policy governs the manner in which Transcom Telecommunications collects, uses, maintains and discloses information collected from users (each, a "User") of the <https://TranscomLA.com/> website ("Site"). This privacy policy applies to the Site and all products and services offered by Transcom Telecommunications.

Personal identification information

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, mailing address, phone number, credit card information,

Users may, however, visit our Site anonymously.

We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personal identification information, except that it may prevent them from engaging in certain Site related activities.

Non-personal identification information

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information.

How we use collected information

Transcom Telecommunications collects and uses Users personal information for the following purposes:

To improve customer service

Your information helps us to more effectively respond to your customer service requests and support needs.

To personalize user experience

We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.

To improve our Site

We continually strive to improve our website offerings based on the information and feedback we receive from you.

To process transactions

We may use the information Users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.

To send periodic emails

If User decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc. If at any time the User would like to

unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email or User may contact us via our Site.

How we protect your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

Sensitive and private data exchange between the Site and its Users happens over a SSL secured communication channel and is encrypted and protected with digital signatures.

Sharing your personal information

We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above. We may use third party service providers to help us operate our business and the Site or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes providing that you have given us your permission.

Mobile Subscriber Information

We will NOT share, trade, sell, or rent your cell phone information with other parties under any circumstances. This includes no sharing with third parties, affiliates, or for marketing or promotional purposes.

Text Messages

Opting into text messages authorizes Transcom Telecommunications to communicate with existing customers of record for service requests and maintenance alerts only. All messages will be logically and topically related to your interaction with our services and products. In accordance with the 2024 TCPA guidelines, your participation in our SMS service requires explicit one-to-one consent. This means that by opting in, you consent to receive messages from Transcom Telecommunications only. Consent cannot be shared with other companies or third-party entities without your direct approval. Messages and Data rates may apply.

Opt Out Process

You can opt out of our SMS service at any time by replying with "STOP" to any message you receive from us. Once you opt out, you will immediately cease receiving further messages unless you opt back in. For help, you can reply with "HELP" or contact us directly at Service@TranscomLA.com or 562-663-2001.

Recording Keeping and Compliance

We maintain records of when and how you provided consent to receive SMS messages. This includes storing opt-in and opt-out dates and timestamps. These records are maintained in compliance with TCPA regulations and may be used to demonstrate proof of consent if required.

Changes to this privacy policy

Transcom Telecommunications has the discretion to update this privacy policy at any time. When we do revise, the updated date will appear at the bottom of this page. We encourage

Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

Your acceptance of these terms

By using this Site, you signify your acceptance of this policy and terms of service. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

Contacting us

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with our site, please contact us at:

Transcom Telecommunications

1390 E. Burnett Street Suite C

Signal Hill, CA 90755

<https://TranscomLA.com/>

Service@TranscomLA.com

Voice or Text 562-663-2001

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