



Privacy Policy

Revised November 23, 2025

Trusted Tech, LLC

hello@trustedtech.llc

404-480-0281

All notices required under this Agreement must be sent to:

Trusted Tech, LLC

hello@trustedtech.llc

404-480-0281

Attn: Legal / Terms of Service Notices

4030 Wake Forest Road

Suite 349

Raleigh, NC 27609

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At Trusted Tech, LLC (“Trusted Tech,” “we,” “us,” or “our”), we are committed to protecting the privacy and confidentiality of personal information entrusted to us. This Privacy Policy explains how we collect, use, disclose, and safeguard Personal Information when you interact with us, use our website, or receive our services.

This Privacy Policy is incorporated into and forms part of our **Terms of Service**. By using or inquiring about our services, you agree to the practices described here, in addition to the Terms of Service. You may review the Terms of Service at www.trustedtech.llc/terms.html

1. Scope and Definitions

For purposes of this Privacy Policy:

- **“Personal Information”** (or **“PII”**) means any information that identifies, relates to, describes, or could reasonably be linked with a particular person. This includes, for example:
 - Full name and contact details (email address, phone number, mailing address)
 - Dates of birth and demographic details you choose to share
 - Social Security number (full or partial) and other identity verification details
 - Provider account numbers, login credentials, PINs, and security information
 - Billing and payment information (such as payment card details or bank account information)
 - Records of services provided, savings generated, invoices, and payment history
 - Call recordings, voicemail messages, text messages, emails, and other communications
 - Feedback, testimonials, reviews, and other “Customer Content”
- **“Services”** has the meaning given in our Terms of Service and includes technology consulting, lessons, monthly bill negotiation (“Savings Generation Services”), and related offerings.

This Privacy Policy applies to Personal Information we collect:

- Directly from you (online forms, email, text/SMS, phone, in person);
 - From your Providers and other third parties; and
 - Through our website, scheduling tools, bill-submission portals, and other platforms we use.
-

2. Information We Collect

We may collect the following categories of information:

2.1 Information You Provide Directly

Examples include:

- **Contact and identity details**
Name, phone number, email address, mailing address, and your relationship to the account holder.
- **Account and Provider information**
Provider names, account numbers, service addresses, plan details, login credentials, passcodes, PINs, answers to security questions, screenshots, and copies of bills, statements, contracts, and notices.
- **Sensitive identifiers**
Portions of Social Security numbers or other identifiers required by your Provider for verification.
- **Payment information**
Payment card details, bank account information, or other payment method details used to pay our invoices and/or your Providers or potential Providers. Where possible, we use third-party payment processors so that we do not store full card numbers.
- **Communications and Customer Content**
Emails, text messages, in-app or portal messages, survey responses, feedback, testimonials, reviews, and any other information you choose to send us.
- **Observable or publicly available information**
Information about you that you share with us or that is reasonably observable

2.2 Information We Collect from Providers and Other Third Parties

When you authorize us to act on your behalf, we may obtain information directly from your Providers or other parties involved in your services, such as:

- Account details, billing history, plan and pricing information
- Service tickets, notes, and correspondence
- Records of credits, discounts, promotional offers, or changes to your account

2.3 Call Recordings and Electronic Communications

Consistent with our Terms of Service, we may record:

- Phone calls and video calls;
- Voicemails, and in some cases, transcripts of calls or voicemails;
- Certain screen-sharing or remote-support sessions, where legally permitted.

We also retain written communications, such as:

- Emails, SMS/text messages, and messaging-platform communications.

2.4 Website and Technical Information

When you visit our website or use online tools we provide, we may automatically collect:

- IP address, browser type, and device information;
- Pages visited, time spent, and referring URLs;
- Basic diagnostic or error information.

We may use cookies or similar technologies for security, analytics, and basic site functionality. We do not sell this information.

3. How We Use Personal Information

We use Personal Information for the following purposes:

1. Providing and improving our Services

- Performing Savings Generation Services (including negotiating with Providers on your behalf)
- Scheduling and conducting consultations, on-site visits, and remote sessions
- Reviewing bills, plans, and accounts to identify potential savings
- Monitoring accounts and providing services as outlined in our Terms of Service

2. Identity verification and security

- Verifying your identity with Providers
- Satisfying Provider security requirements (PINs, passcodes, etc.)
- Detecting, preventing, and responding to fraud, abuse, or unauthorized access

3. Billing, payments, and collections

- Issuing invoices and processing payments
- Managing payment plans and discounts
- Handling chargebacks and disputes
- Working with payment processors and, if necessary, collection agencies or legal counsel

4. Communications and customer support

- Responding to inquiries and support requests
- Sending service-related notifications, billing reminders, and updates
- Notifying you about automatic renegotiation events and savings opportunities

5. Call recording, quality, and training

- Recording and reviewing calls for quality assurance, training, dispute resolution, documentation of authorizations, and service improvement.

6. Marketing and engagement (with opt-out)

- Sending you marketing emails or texts about new services, promotions, or savings opportunities (you may opt out at any time, as described below)

- Using anonymized or limited-identifier testimonials or “Customer Content” in marketing materials, case studies, and examples, consistent with our Terms of Service

7. Analytics and service improvement

- Analyzing aggregated or de-identified information to understand usage, improve our processes, and develop new offerings.

8. Legal, compliance, and enforcement

- Complying with legal obligations, responding to lawful requests, and enforcing our Terms of Service
- Protecting our rights, privacy, safety, or property, and/or that of our customers, employees, contractors, or the public.

4. How We Share Personal Information

We do not sell your Personal Information. We may share it with:

1. Service providers and contractors

- Independent contractors, virtual assistants, and other service personnel who help us deliver Services
- Third-party vendors who provide:
 - Payment processing
 - Scheduling and intake forms
 - Secure file upload and document storage
 - Email and SMS delivery
 - Cloud hosting, backup, and productivity tools
 - Gift cards, rewards, and other incentives

2. Providers and other third parties you authorize

- Internet, phone, TV, cellular, streaming, and other Providers we contact on your behalf
- Any other third party you direct us to interact with in order to deliver the Services.

3. Marketing and rewards platforms

- Third-party gift-card or rewards providers who deliver incentives, referral bonuses, or promotional benefits on our behalf.

4. Business transfers

- In connection with a merger, acquisition, reorganization, sale of assets, or similar corporate event, where your Personal Information may be transferred as part of the transaction. We will require the recipient to honor this Privacy Policy or a successor policy with materially similar protections.

5. Legal and safety purposes

We may disclose Personal Information when we believe in good faith that disclosure is reasonably necessary to:

- Comply with applicable law, regulation, legal process, or governmental request;
- Enforce our Terms of Service or other agreements;
- Protect our operations, rights, or property; or
- Protect the rights, privacy, safety, or property of you or others.

5. Marketing Communications and Your Choices

5.1 Service vs. Marketing Communications

By engaging with our Services, you consent to receive:

- **Service communications** (which you cannot opt out of while you remain a customer), such as:
 - Appointment confirmations and reminders
 - Billing and invoice notices
 - Security and verification messages
 - Required updates about this Privacy Policy or our Terms of Service
- **Marketing communications**, such as:
 - Promotional emails or texts about new services or offers
 - Referral or loyalty program information

5.2 Opting Out of Marketing

You may opt out of marketing communications at any time by:

- Clicking the unsubscribe link in a marketing email; or
- Replying to a marketing text with an opt-out keyword (such as “STOP”) where supported; or
- Contacting us at hello@trustedtech.llc with your request.

Opting out of marketing messages does **not** affect your receipt of essential service, billing, or security communications.

6. Use of Testimonials, Reviews, and Customer Content

If you provide feedback, testimonials, reviews, or similar “Customer Content” to Trusted Tech:

- You understand that we may use such content for marketing, advertising, training, and other lawful business purposes, consistent with our Terms of Service.
- We will not publicly display your full legal name or sensitive information (such as Social Security number or full address) without your explicit permission.
- We may publicly use:
 - Your first name,
 - Your first name and last initial, and/or
 - An anonymized or modified version of your feedback.

If you wish to withdraw or modify permission for us to use a specific testimonial we have posted, you may contact us at hello@trustedtech.llc. We will consider your request and, where reasonable and legally permissible, remove or update the content.

7. Data Retention

We retain Personal Information only for as long as reasonably necessary to:

- Provide the Services you requested;
- Maintain business records (including invoices, savings calculations, and call documentation);
- Resolve disputes, enforce our agreements, and pursue collections; and
- Comply with legal, tax, and regulatory obligations.

In general:

- **Service records and invoices** may be retained for several years for tax, accounting, and legal reasons.
- **Call recordings and communications** may be retained for a period reasonably necessary for training, quality assurance, dispute resolution, and documentation, and may be kept longer where required for legal or enforcement purposes.
- **Access credentials and sensitive verification data** are retained only as long as necessary to perform the Services or comply with Provider requirements and are then deleted or rendered unusable where feasible.

We may retain de-identified or aggregated information that no longer identifies you for analytics, service improvement, and business purposes.

8. Security of Personal Information

We employ commercially reasonable administrative, technical, and physical safeguards designed to protect Personal Information from unauthorized access, disclosure, alteration, or destruction. Examples include:

- Limiting access to Personal Information to personnel with a legitimate need to know;
- Training employees and contractors on data security and confidentiality;
- Using reputable third-party providers for payment processing and cloud services.

However, no method of transmission or storage is completely secure. We cannot guarantee absolute security of information transmitted to or from us. You transmit information at your own risk and are responsible for securing your own devices, accounts, and networks.

9. Third-Party Websites, Platforms, and Tools

Our website, scheduling tools, upload portals, payment systems, and communications may involve or link to third-party platforms (for example, scheduling services, secure upload tools, payment processors, or social media sites).

This Privacy Policy does **not** control the privacy or data practices of those third parties. Their collection and use of your information are governed by their own privacy policies and terms. We encourage you to review those policies before providing information to any third-party platform.

10. Children's Privacy

Our Services are not directed to children under the age of 13, and we do not knowingly collect Personal Information from children under 13. If we learn that we have inadvertently collected Personal Information from a child under 13 without appropriate parental consent, we will take reasonable steps to delete it.

If you believe a child under 13 has provided Personal Information to us, please contact us at hello@trustedtech.llc.

11. Your Rights and Choices

Depending on your location and applicable law, you may have the right to:

- Request access to the Personal Information we hold about you;
- Request correction of inaccurate or incomplete Personal Information;

- Request deletion of certain Personal Information, subject to legal and contractual obligations;
- Object to or restrict certain processing; and/or
- Withdraw consent for specific processing where consent is the legal basis.

To exercise these rights, please contact us at hello@trustedtech.llc. We may request additional information to verify your identity before responding. We will respond in accordance with applicable laws and our legitimate business and legal obligations.

If you reside in a jurisdiction with specific privacy rights (for example, certain U.S. states), you may have additional rights. We will honor such rights as required by applicable law.

12. Changes to This Privacy Policy

We may update or modify this Privacy Policy from time to time. When we do, we will:

- Post the updated version on our website with a new “Last updated” date; and
- Provide additional notice where required by law or where we make significant changes.

Your continued use of our Services after an updated Privacy Policy is posted constitutes your acceptance of the revised terms.