



Data Privacy Policy Effective: May 19th, 2026

NFP Telecom, LLC (“we,” “us,” or “our”) is a U.S.-based managed services provider (MSP) committed to protecting client and visitor privacy. This Privacy Policy explains what information we collect, why we collect it, how we use and share it, how we secure it, and the rights and choices available to individuals who interact with our services or website.

Information We Collect

Client Provided Information: Information you provide when engaging our services or contacting us, including full name, organization, phone number, email address, mailing address, billing and payment details, case or service-related information, and any other details you choose to provide.

Automatically Collected Information: Technical and usage data collected when you interact with our website or services, such as IP address, device and browser type, operating system, referring URL, pages visited, and interaction logs.

Communication and Consent Records: Records of communications (email, phone notes, chat transcripts) and explicit consent records (e.g., SMS/mobile opt-in status).

Third Party Data: Information received from trusted third-party providers and integrations necessary to deliver services (e.g., identity verification, payment processors, analytics).

How We Use Information

We process personal information for legitimate business purposes required to deliver and manage MSP services:

- Provide, administer, and improve services, support, and client portals.
- Communicate about service requests, incidents, invoices, and account updates.
- Authenticate users, enable access controls, and manage accounts.
- Perform billing, collections, and contract management.
- Monitor, detect, and respond to security incidents, fraud, and abuse.
- Meet legal, regulatory, or contractual obligations.
- Send marketing communications only where consented to; operational communications (service, billing, security) will be sent as necessary.



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SMS and Mobile Communications

- We will not sell, rent, or share SMS consent or mobile opt-in data for third-party marketing.
- Phone numbers and SMS consent are used only for service notifications, account communications, and marketing messages where you have expressly opted in.
- You may opt out of marketing SMS at any time via the opt-out mechanism provided in messages.

Information Sharing

We do not sell or rent personal information. We may disclose data in limited circumstances:

Service Providers: Authorized vendors (hosting, backup, analytics, payment processors, communication platforms, legal and accounting) that process data on our behalf under contractual confidentiality and security obligations.

Legal Requirements and Protection: If required by law, subpoena, or to protect legal rights, property, or safety.

Business Transactions: As part of a merger, acquisition, or asset transfer — with obligations that the recipient honor this policy.

With Consent: When you authorize sharing.

Data Security and Retention

Security Controls: We implement MSP-aligned administrative, technical, and physical safeguards such as role-based access controls, encryption in transit and at rest where appropriate, multi-factor authentication for privileged access, regular vulnerability scanning and patch management, logging and monitoring, incident response procedures, and staff security training.

Breach Response: We maintain an incident response plan and will notify affected individuals and authorities as required by law.

Retention: Data is retained only as long as necessary to fulfill business or legal obligations. Typical client records and billing information retention is seven (7) years unless otherwise required or agreed.



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Your Rights and Choices (US Residents)

Access and Correction: You may request access to or correction of personal information we hold.

Opt-Out: Opt out of marketing communications via unsubscribe links or by contacting us; service-related messages will continue as necessary.

Deletion and Portability: Where required by applicable law, you may request deletion or export of certain personal data; requests will be processed in accordance with applicable legal requirements and verification procedures.

How to Exercise Rights: Submit requests to the contact details below; we may require verification to protect privacy.

Cookies and Tracking

We use cookies and similar technologies for site functionality, analytics, and performance. You can manage cookie preferences via your browser or site controls; disabling certain cookies may affect functionality.

International Transfers

If data is processed or stored outside the United States (for example, by contracted service providers), we apply contractual and technical safeguards to ensure protection consistent with this policy and applicable law.

Children

Our services are not targeted at children under 13. We do not knowingly collect personal information from children under 13; if discovered, we will promptly delete it.

Third-Party Links and Services

Our site may link to or integrate with third-party services. We are not responsible for their content or privacy practices; review their privacy notices before sharing personal data.



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Policy Changes

We may update this policy to reflect changes in business practices, legal requirements, or technology. The “Effective” date will be updated when changes are made. We encourage periodic review.

Contact Us

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