

# SOC Technologies Privacy Policy

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SOC Technologies aids in driving the development of innovative and evolving multimedia applications, while maintaining a steadfast commitment to protecting your privacy and data security. We prioritize the responsible and ethical handling of information, ensuring that our advancements do not compromise the privacy of individuals, businesses, or communities.

This Privacy Notice demonstrates how personal information is used and privacy rights are respected.

SOC Technologies collects and uses information as part of its business operations to deliver services, respond to inquiries, provide customer support, and meet legal and contractual obligations. This includes personal details like your name, phone number, and email address, as well as professional information such as your job title, company, and role-related data, enabling us to respond effectively to your requests.

## Where Do We Collect Personal Information?

**Online collection:** SOC Technologies collects voluntarily shared personal information online through multiple channels on our website including:

- **Quote Requests:** We collect information such as your company name, industry, first name, last name, email address and phone number to facilitate and respond to quote requests.
- **Contact Us:** For users seeking further information or assistance, we ask that you provide your company name, first and last name, and email address to respond to and fulfill your requests as well as provide, enhance and personalize our product, service, and technology offerings.
- **Job Applications:** We collect and use the personal information you submit through job applications and the Careers page to consider you for employment and facilitate the communities and communications on our site.

**Offline collection:** We collect personal information when you interact with us offline, including:

- **Conferences, trade shows, training, and similar events.** When you attend conferences, trade shows, or similar events, you may provide us with personal information, typically including personal details like your name and contact information, as well as professional information such as your job title and company name (e.g., from your business card).
- **Customer Service:** To ensure quality and support training, and to comply with legal obligations, we may monitor and record customer service calls. These recordings may contain personal information, including personal identifiers, professional details, and audio of the conversation.
- **Facility Visits:** For security and business purposes, we may collect video and audio footage of visitors to our facilities.

## **Personal Information: Use**

### **How Do We Use Personal Information**

The information collected is used to:

- Process and respond to requests, such as service inquiries, quotes, and support tickets.
- Improve our services and customer experience.
- Support recruitment and hiring efforts.
- Fulfill legal obligations and comply with relevant regulations.
- Communicate updates, offers, and relevant information, where appropriate.

### **How Do We Share Personal Information**

We share personal information with our employees, independent contractors, and service providers (such as IT vendors, website hosts, email distributors, customer support, and sales) to enable them to perform business, professional, or technical support functions for you and SOC Technologies. These parties are authorized to use the personal information solely to provide their services to you and to us.

### **Data Security**

SOC Technologies is committed to maintaining the security and confidentiality of your personal information. We employ appropriate technical and organizational safeguards to prevent unauthorized access, disclosure, alteration, or destruction of data.

### **Your Privacy Rights**

You have certain rights regarding your personal information, including the right to access, correct, and delete your data, as well as the right to object to or restrict certain processing activities. To exercise these rights or for more information, please contact us using the details provided on our website.

### **Changes to this Privacy Notice**

SOC Technologies may update this Privacy Notice periodically to reflect changes in our practices or legal requirements. Any updates will be posted on our website with the effective date of the changes.

### **Contact Us**

For questions or concerns regarding this Privacy Notice or our data practices, please reach out to us through our Contact Us page on the SOC Technologies website.

This Privacy Notice provides a general overview of how SOC Technologies collects, uses, and protects your personal information.