



All-Mode Communications

Privacy Policy

Introduction

This Privacy Policy (the “Policy”) identifies and describes the way All-Mode Communications, Inc (“All-Mode”) uses and protects the information we collect about Customers and Users. All of All-Mode’s products, services, and platform as well as visits to our websites, are subject to this Privacy Policy. This Policy applies to all Customers and Users. The Customer who holds the account with All-Mode is responsible for making sure all other Users under the same account understand and agree to this Policy. Information that you provide to non-All-Mode companies is not covered by this Policy and All-Mode shall have no responsibility for protecting any such information divulged by the Customer/User to a non-All-Mode company.

As used in this Policy, the terms listed below have the following meanings:

Customer: A “Customer” is anyone who purchases All-Mode products or services. When a Customer purchases retail products or services for use by others, those individuals may be considered Customers for purposes of this Policy.

User: A “User” is anyone who uses All-Mode products or services or visits an All-Mode website.

Personal Information: “Personal Information” is information that directly identifies or reasonably can be used to identify an individual Customer or User. Examples include name, address, telephone number, e-mail address, Social Security number, and financial account numbers. Personal Information does not include information you request All-Mode to share with third party directories and directory assistance services or information that is readily available to the public through no fault of All-Mode.

Anonymous Information: “Anonymous Information” means information that does not directly identify and cannot reasonably be used to identify an individual Customer or User.

Aggregate Information: “Aggregate Information” means information about groups or categories of Customers or Users, which does not identify and cannot reasonably be used to identify an individual Customer or User. Aggregate Information is a kind of Anonymous Information.

Website: “Website” means any page or location on the Internet, no matter what device (cell phone, laptop, PC, ect.) or protocol (HTTP, WAP, FTP or other) is used to access the page or location. In this Policy, we use the term Website, or other similar terms such as “Internet site,” “site,” and “web page.”

Contact Information

If at any time you have questions about our privacy practices or any of your rights described in this All-Mode Communications Privacy Policy, please reach out to privacy@all-mode.com.

What Personal Data Does All-Mode Collect?

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you (“Personal Data”).

Information: We may collect different types of personal and other information based on your use of our products and services and our business relationship with you, including contact information, billing information, equipment, performance, All-Mode’s website usage, viewing and other technical information about your usage of our network, services, products or websites. Information may be collected when you give it to us with the intent to purchase or interact with us about a product or service we offer or provide; when we collect it automatically when you visit our websites or use our products or services; or when we obtain it from other sources, such as credit agencies. Our goal of collecting your information is to provide you with the best customer experience possible by communicating with you regarding service updates, offers and promotions; delivering advertising that may be of interest to you; addressing network and security issues; or, investigating or taking action regarding illegal activities or

violations of our Terms and Conditions or Acceptable Use Policies.

We collect some information on an anonymous basis and may anonymize the personal information we collect about you into data groups. When we employ non-All-Mode companies to anonymize or aggregate data on our behalf, the requirements of this Policy apply. We may share aggregate or anonymous information in various formats with trusted non-All-Mode entities, with whom we have contracted to aggregate such data and may work with those entities to do research and provide products and services. When All-Mode jointly provides a service with a non-All-Mode company, your Personal Information may be subject to both this Policy and the privacy policy of the non-All-Mode company. We encourage you to review the privacy policies of any non-All-Mode company with which you do business to determine what information will be collected and how it will be used or disclosed to others.

Customer Proprietary Network Information: Customer Proprietary Network Information (“CPNI”) is information that All-Mode obtains when providing your telecommunications services to you. CPNI includes the types of telecommunications services you purchased, how you use the services, and the billing information related to those services, including items such as the types of telecommunications services that you have purchased and your calling details. Your telephone number, name and address are not considered CPNI.

We use your CPNI to offer you additional services of the types you already purchase from All-Mode. We also may use your CPNI to offer you products and services, discounts and promotions from All-Mode and its affiliates, such as fax service, analytic tools and other unified communication tools, which may be different from the types of service you already purchase. All-Mode has strict policy guidelines to safeguard the privacy of CPNI and protect it from unauthorized access or improper use. All-Mode does not sell, trade, or otherwise share your CPNI with anyone outside of All-Mode or its affiliated companies or with anyone who is not authorized to represent us to offer our services or to perform functions on our behalf, except as the law may require, or you may authorize. In order to opt-out and restrict access to your CPNI for our own marketing purposes, please contact us within thirty (30) days of service commencement by emailing privacy@all-mode.com. If you do not notify us within thirty (30) days of this notification that you wish to restrict use of your CPNI, we will assume that you approve of our use of CPNI for this purpose.

Why Does All-Mode Collect Personal Data?

All-Mode Communications, Inc. uses the collected data for various purposes:

- To provide and maintain our Services
- To notify you about changes to our Services
- To allow you to participate in interactive features of the Services when you choose to do so
- To provide customer support
- To gather analysis or valuable information so that we can improve our Services
- To monitor usage of our Services
- To detect, prevent and address technical issues
- To provide you with news, special offers and general information about other goods, services and events which we offer that are similar to those that you have already purchased or inquired about unless you have opted not to receive such information

How Does All-Mode Collect Personal Data?

In most cases, All-Mode collects personal data directly from you. We will ask you for Personal Data when you interact with us, such as contacting us through our websites for sales inquiries, requesting information on our company, signing up to receive a report, newsletter or marketing communications, requesting access to one of our online services applications, or requesting technical support. For instance:

- **Business contact or End-user related information** is collected in association with use of our products and services such as your name, company’s name, business telephone number, business email address, and business title. This Personal Data is not shared with third parties.
- **Visitor information** is collected through your online interaction with All-Mode through one of two methods:
 - You contact us on our websites and you provide your name, company name, email address, and work phone.
 - We use cookies to collect information about your use of our websites and applications. We treat this information as Personal Data when it is associated with your contact information. For more information about cookies, please see the section **Cookies and Analysis** below.

How Does All-Mode Use Personal Data?

We strongly believe in both minimizing the Personal Data we collect and limiting its use and purpose to only that: (1) for which we have been given permission by you; (2) as necessary to deliver our products and services you are entitled to; or (3) as we might be required or permitted for legal compliance or other lawful purposes. Therefore, All-Mode uses Personal Data for the following purposes:

- Business purposes, including:
 - To initiate, assess, develop, and/or maintain the Website or products and services provided by All-Mode;
 - To send transactional communications (such as requests for information, responses to requests for information, orders, confirmations, and service updates);
 - For account management, accounting, finance, and dispute resolution purposes (such as accounts receivable and accounts payable) and for reporting;
 - To assure quality control and to enforce company standards and policies;
 - For risk management and mitigation, including for audit and insurance functions, and as needed to license and protect intellectual property and other assets;
 - For security management, including monitoring Individuals with access to All-Mode's websites, applications, systems, or facilities, investigation of threats, and as needed for any Data Security Breach notification; and
 - To investigate and prevent unauthorized access and fraudulent or illegal activities related to the Website or the products and services provided by All-Mode.
- All-Mode may use Personal Data to develop and improve our products and/or services, and for research, analytics, and business intelligence.
- All-Mode may use Personal Data for relationship management and marketing. This purpose includes sending marketing and promotional communications to individuals who have not opted out of receiving such messages as may be appropriate given the nature of the relationship, such as product and service marketing, customer communications, customer satisfaction surveys, supplier communications, and All-Mode news.
- All-Mode may use your Personal Data to communicate with you. We may contact you

regarding products or services you have expressed an interest in. We may also contact you with offers for additional services we think you will find valuable if you give us consent, or where allowed based upon legitimate interests.

- All-Mode uses Personal Data for secondary purposes such as:
 - Disaster recovery and business continuity, including transferring the information to a storage facility;
 - Internal audits or investigations;
 - Implementation or verification of business controls;
 - Statistical or historical research;
 - Dispute resolution;
 - Compliance with laws and company policies; and
 - Insurance purposes

Why And How Does All-Mode Disclose Personal Data?

All-Mode does not provide Personal Data to third parties for their own marketing purposes. We limit the sharing of Personal Data to the following:

- **Compliance with legal, regulatory and law enforcement requests.** We cooperate with government and law enforcement officials and private parties that we, in our sole discretion, believe necessary or appropriate to respond to claims and legal process (such as subpoena requests), to protect our property and rights or the property and rights of a third party, to protect the safety of the public or any person, or to prevent or stop activity we consider to be illegal or unethical. To the extent we are legally permitted to do so, we will take reasonable steps to notify you in the event that we are required to provide your Personal Information to third parties as part of a legal process.
- **Sharing with Trusted Third Parties.** We share your Personal Information only with non-All-Mode companies that perform services on our behalf, and only as necessary for them to perform those services. We require those non-All-Mode companies to protect any Personal Information they may receive in a manner consistent with this Policy, and we do not provide Personal Information to non-All-Mode companies for the marketing of their own products and services without your consent. We may provide Personal Information to non-All-Mode companies or other third parties for purposes such as emergencies, pursuant to court orders, compliance with the law or a lawful government, judicial,

administrative, or law enforcement request (i.e. search warrant, subpoena, court order, discovery request), identity verification to prevent fraud and identity theft, enforcing of property rights, or obtaining payment for products and services that appear on your All-Mode billing statements.

- **Selling of Information.** We do not sell your Personal Information to anyone for any purpose, and we maintain information about you in our business records while you are our customer, or until it is no longer needed for business, tax, or legal purposes. We have implemented other appropriate security controls to protect Personal Information when stored or transmitted by All-Mode.
- **Special Cases.** It is All-Mode's policy not to use or share Personal Data in ways unrelated to the ones described above without also providing you an opportunity to opt out or otherwise prohibit such unrelated uses. However, the Company may disclose Personal Data, or information regarding your use of our products or services or websites accessible through our products or services, for any reason if, in our sole discretion, we believe that it is reasonable to do so, including: to satisfy laws, regulations, or governmental or legal requests for such information; to disclose information that is necessary to identify, contact, or bring legal action against someone who may be violating our Terms and Conditions or other user policies; to operate our products and services properly; or to protect the Company, our customers, and business contacts.
- **Legal Requirements.** All-Mode Communications, Inc. may disclose your Personal Data in the good faith belief that such action is necessary to comply with a legal obligation, to protect and defend the rights or property of All-Mode, to prevent or investigate possible wrongdoing in connection with the Services, to protect the personal safety of users of the Services or the public, and to protect against legal liability.
- Subject to applicable legal restrictions, such as those that exist for CPNI (as defined above), All-Mode may share your Personal Information with its subsidiaries and affiliates to make sure your experience is as seamless as possible, and you have the full benefit of what All-Mode, and its subsidiaries and affiliates have to offer.

Cookies And Analysis

Cookies. We may use cookies or similar technologies to record or log data. For example, we may use cookies to

keep you logged in to the All-Mode platform. Some of the cookies we use are associated with your All-Mode account (including personal information about you, such as the email address you gave us), and other cookies are not. All-Mode may also use cookies to store information that can be used to serve ads relevant to your interests, and to help our advertisers measure the effectiveness of a particular advertisement. This helps us tailor ads to your interests. These cookies not only help us ensure that you do not repeatedly see the same ads, but (if you opt-out) they can help us prevent you from seeing targeted ads at all.

You may opt out of All-Mode's use of data for internet-based advertising. Please keep in mind that even after you opt-out, you may still continue to see ads, but they will no longer be tailored to your interests by All-Mode. Opting-out also does not remove All-Mode cookies. They will remain on your computer, but we will not use the data connected to your cookies for our services. Please note that if you delete your cookies, you will need to opt-out again to avoid being served targeted ads in the future. 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.

To opt-out of the benefits of our targeted ads, you can review the information provided at <https://www.allaboutcookies.org>

We have, or may have, relationships with other third party advertising companies to place advertisements on this website and other websites, and to perform tracking and reporting functions for this website and other websites. These third party advertising companies may place cookies on your computer when you visit our website or other websites so that they can display targeted advertisements to you. These third party advertising companies do not collect Personal Information in this process, and we do not give any Personal Information to them. However, this Privacy Statement does not cover the collection methods or use of the information collected by these entities.

Analysis. We may use third-party service providers to monitor and analyze the use of our Service. Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our Service. This data is shared with other Google services. Google may

use the collected data to contextualize and personalize the ads of its own advertising network.

You can opt-out of having made your activity on the Service available to Google Analytics by installing the Google Analytics opt-out browser. The add-on prevents the Google Analytics JavaScript (ga.js, analytics.js, and dc.js) from sharing information with Google Analytics about visits activity. For information on how Google Analytics uses the data it collects, please visit the following site (<https://www.google.com/policies/privacy/partners/>).

Third-Party Advertising. We may have relationships with other third-party advertising companies to place advertisements on this website and other websites, and to perform tracking and reporting functions for this website and other websites. These third-party advertising companies may place cookies on your computer when you visit our website or other websites so that they can display targeted advertisements to you. These third-party advertising companies do not collect Personal Information in this process, and we do not give any Personal Information to them. However, this Privacy Statement does not cover the collection methods or use of the information collected by these entities.

“Do Not Track” Signals

We do not support Do Not Track (“DNT”). Do Not Track is a preference you can set in your web browser to inform websites that you do not want to be tracked. You can enable or disable Do Not Track by visiting the Preferences or Settings page of your web browser.

International Data Transfers

All-Mode is headquartered in the United States of America. Your information, including Personal Data, may be transferred to and maintained on computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ from those from your jurisdiction. If you are located outside the United States and choose to provide information to us, please note that we transfer data, including Personal Data, to the United States and process it there. Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer. All-Mode Communications, Inc. will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and not transfer of your Personal Data will

take place to an organization or a country unless there are adequate controls in place including the security of your data and other Personal Information.

If All-Mode is involved in a merger, acquisition, asset sale, or transition of service to another provider, as well as in the unlikely event of an insolvency, bankruptcy, or receivership, your Personal Data may be transferred. We will provide notice before your Personal Data is transferred and becomes subject to a different Privacy Policy.

How We Secure, Store And Retain Your Data

We have established electronic and administrative safeguards to secure the information we collect, to prevent the unauthorized access to or disclosure of that information and to ensure it is used appropriately. Although we strive to keep your Personal Information secure, no security measures are absolute, and we cannot guarantee that your Personal Information will never be disclosed in a manner inconsistent with this Policy (for example, as the result of unauthorized acts by third parties that violate the law or this Policy). We will make reasonable attempts to notify you if we determine that All-Mode has experienced a security breach and there is a reasonably likely risk of identity theft, or where otherwise required by law.

All-Mode will retain your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies. All-Mode Communications, Inc. will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen security or improve the functionality of our Service, or we are legally obligated to retain this data for longer time periods.

If you have any questions about the security or retention of your Personal Data, please contact us at privacy@all-mode.com.

Account Set-Up

When selecting usernames and passwords for All-Mode accounts, you should choose words or characters that are

not obvious. Likewise, you should always keep Personal Information such as account numbers, usernames, passwords or similar information in a secure place and not share the information with others.

Age Restrictions

Our Service does not address anyone under the age of eighteen (18) (a "Child"). We do not knowingly collect personally identifiable information from anyone under the age of eighteen (18). If you are a parent or guardian and you are aware that your Child has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information from our servers.

Changes To The All-Mode Privacy Policy

We reserve the right to update this Privacy Policy as necessary to reflect any changes we make and to satisfy legal requirements. If we make a material change to this Policy, we will post a prominent notice of the change on our websites and provide you with other appropriate notices and choices regarding the use of your information at least thirty (30) days before the effective date. You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted at <http://www.all-mode.com/privacy.html>.

Exclusions

Information that you provide to non-All-Mode companies is not covered by this Policy. For example: when you download applications or make an online purchase from a non-All-Mode company while using All-Mode's services, the information collected by the non-All-Mode company is not subject to this Policy. If you use public forums - such as social networking services, Internet bulletin boards, chat rooms, or blogs on All-Mode or non-All-Mode websites you should be aware that any Personal Information you disclose publicly can be read, collected, or used by others. Once you choose to reveal Personal Information on such a site, the information is publicly available, and All-Mode cannot prevent distribution and use of that information by other parties.

All-Mode may enter into written product or service agreements with business customers that contain specific provisions related to confidentiality, security or other handling of information. When provisions of a written product or service agreement differ from or conflict with the provisions of this Policy, the terms of the written agreement will apply. In all other circumstances, the terms of this Policy apply.

Important Information For Nevada Residents

Residents of the State of Nevada may opt out of the sale of their Personal Information. All-Mode does not, however, sell Personal Information of any person, including those under the age of sixteen (16).

How To Contact Us

If at any time you have questions about our privacy practices or any of your rights described in this All-Mode Privacy Policy, or if you have questions, concerns, or complaints regarding this Privacy Policy, please reach out to privacy@all-mode.com. As an alternative you may contact us by mail at All-Mode Communications, Inc. 1725 Dryden Road, Freeville, NY 13068. We will respond to all requests, inquiries or concerns within thirty (30) days of receipt.