

# Customer Proprietary Network Information (CPNI) Notice

*In case of concerns related to CPNI, contact us anytime via an email to [support@krispcall.com](mailto:support@krispcall.com) or [riskmanagement@krispcall.com](mailto:riskmanagement@krispcall.com).*

## **CPNI (Customer Proprietary Network Information) Explanation**

At KrispCall, CPNI refers to certain information that becomes available to us solely because of our relationship with you. This information pertains to the telecommunications services you acquire, including details like the service type, where you're connecting to, technical settings, location, and the extent of your service usage. It also encompasses billing-related data. It's important to note that your CPNI does not contain your personal identification information like your name, address, or phone number. Moreover, it doesn't include the content of your phone conversations or information regarding non-telecommunications services, such as messaging. CPNI also excludes any aggregated data that isn't specific to you as an individual. This policy serves to clarify how we handle CPNI in accordance with your privacy and security.

## **Your CPNI and Your Rights Under Federal Law**

Under federal law, you have the ability to grant or deny permission for certain uses of your CPNI.

At KrispCall, we exclusively utilize your CPNI for purposes that fall within our regular business operations, encompassing fraud prevention and compliance with legal requirements, and such usage does not necessitate your prior approval. Specifically, we may employ your CPNI to:

- Deliver the services you've acquired and respond to your inquiries.
- Keep you informed about service updates, special offers, and promotions.
- Tailor content and advertisements to your preferences based on the services you've already purchased.
- Address concerns related to network security and integrity.
- Investigate, prevent, or take action against illicit activities, violations of our terms of service, or breaches of acceptable use policies.

If, in the future, we intend to use your CPNI for other purposes that require your consent, we will provide you with the option to grant or withhold approval for those specific uses. Your privacy and choices are important to us, and we respect your right to make informed decisions regarding your CPNI.

## **Who Receives Your CPNI**

We may share your CPNI with our affiliates, agents, partners, and third parties who act as our service providers. These entities perform tasks on our behalf for the purposes explained earlier. Rest assured, we do not sell or disclose your CPNI to third parties who are not working directly with us. Your CPNI is handled in accordance with strict privacy and security measures to safeguard your information.