

# MIX Networks, Inc.® Privacy Policy

MIX's Privacy Policy describes how MIX collects, uses, and shares your personal data.

Updated March 28, 2024



MIX Networks, Inc.® is committed to protecting the privacy of customers and users of our website, products and services. This Privacy Policy explains what personal data we collect from you and how we use it. This Privacy Policy pertains to our online collection of data from our web properties and to our collection of data from your use of our products or services. We encourage you to read the full policy below as by using our website, products or services, and submitting any personal information, you consent to the collection and use of this information by MIX Networks, Inc.®. Our Privacy Policy may change from time to time and changes will be posted on this page.

MIX Networks, Inc.<sup>®</sup> is sensitive to the private nature of information you provide to us over the Internet. Our privacy practices are designed to maximize your ability to control the use of your personal, private information while at the same time giving you the opportunity to obtain interesting and useful information, products and services.

## **Collection of Personal Data**

MIX Networks, Inc.<sup>®</sup> collects data to operate effectively and provide you with the best experiences with our services. Some of this information is provided by you to MIX Networks, Inc.<sup>®</sup> when you download or subscribe to our services, or when you contact us for support. We might also obtain this information by recording how you interact with our services, using technologies like cookies, receiving error reports, or usage data from software running on your device, or tracking your IP addresses when you visit our website. The data that we collect depends on the products, services and features you use, and can include the following:

### **Name and Contact Data**

We collect your first and last name, email address, postal address, phone number, and other similar contact data; Credentials – We collect passwords and security information used for authentication and account access; Demographic Data – Data about you such as your country and preferred language; Payment Data – We, or our third party service providers, collect data to process your payments if you make purchases, such as your credit card number, CCV number, or credit card account information; Usage Data – Data about how you and your device interact with our services. This includes information about features you use, items you purchase, and web pages your visit. This also includes data about your device(s) and the network you use to connect to our services, including IP address, device identifiers, and account preferences. This might also include information about the operating system and/or other software installed on your device(s), as well as information about the performance of the products or services and any problems you might experience with them; Location Data – We collect location information when

you register or purchase a product/service where we request a billing address or country location. We also may derive location data from the IP address that you provide; Content – When necessary, we collect content related to your files and communications in order to provide you with the services. For example, if you receive a SMS or XMPP message using MIX Networks, Inc.<sup>®</sup>'s hosted messaging service, we collect the content of that message in order to deliver it to your softphone client, display to you, enable you to reply to it, and store it for you until you choose to delete it. We also collect the content of messages you send to us, such as feedback and reviews, or questions or information you provide to our customer support. When you contact us, such as for customer support, chat sessions or phone calls with our representatives may be monitored and recorded.

## **How We Use Personal Data**

MIX Networks, Inc.<sup>®</sup> uses the data we collect to provide you with the services we offer and to improve and personalize your experiences related to the products and services that MIX Networks, Inc.<sup>®</sup> provides. We may use the data to communicate with you, including sending you information on security updates, account status notices, and product changes or updates. Further details on how we specifically use your data are outlined below:

- **Providing/Improving our Products and Services** – We use data to provide and improve the services we offer and perform business operations. This includes operating the services, maintaining and improving the performance of the services, including the development of new features, research, and providing customer support.
- **Communications** – We use collected data to deliver and personalize communications with you. For example, we may contact you by phone, email or other means to inform you when updates are available, invite you to participate in a survey or review, or tell you about availability of new products or services. Additionally, you can opt to sign up for email subscriptions, such as distribution lists, and promotional materials. We do not sell any information we collect to third parties. With any of our promotional material emails, you have the option to unsubscribe from

future mailings from a link within the email communication. You can also contact MIX Networks, Inc.<sup>®</sup> directly in order to unsubscribe by emailing support@mixnetworks.com.

- **Business Operations and Compliance** – We may provide aggregate statistics about customers, sales, and traffic patterns to third parties if required. None of these reports or statistics include personally identifiable information. MIX Networks, Inc.<sup>®</sup> reserves the right to use personally identifiable information to investigate and help prevent crimes, or unlawful activity that threatens either MIX Networks, Inc.<sup>®</sup> or any company affiliated with MIX Networks, Inc.<sup>®</sup>. Additionally, upon request by a government agency, law enforcement, court or as otherwise required by law, MIX Networks, Inc.<sup>®</sup> may disclose personally identifiable information.
- **Push Notifications** – To alert you of incoming calls, chats, and other messages, our app uses the notification service native to your device. For some devices, these services are provided by a third party. For example, to tell you who is calling or to give you the first few words of the new chat, our service must tell the company providing the notification service so that they can display the notification to you. The company providing the notification service on your device will use this information in accordance with their own terms and privacy policy. MIX Networks, Inc.<sup>®</sup> is not responsible for the data collected by the third party companies who provide the notification service. If you do not want to use the notification services with our application, disable it in the “Settings” found in the application or within your device.
- **Cookies** – MIX Networks, Inc.<sup>®</sup> collects may information related to your use of our www.mixnetworks.com website using cookies. Cookies are small files containing strings of text stored on your computer. MIX Networks, Inc.<sup>®</sup> uses cookies to authenticate you as a user when you log in, track your session, deliver content specific to your preferences/interests, provide features related to payment and customer service, and/or other functions. MIX Networks, Inc.<sup>®</sup> retains this

information for as long as reasonably required for business purposes or as reasonably required to comply with our legal or industry obligations. If you would like to learn more about your privacy and how we handle cookies, please refer to our Cookie Policy.

## **Corrections/Complaints**

MIX Networks, Inc.<sup>®</sup> shall honor customer email requests sent to support@mixnetworks.com to change account information (i.e., name, address, or billing information). If you believe that your personally identifiable information is being mishandled in light of this Privacy Policy, please immediately notify us by emailing support@mixnetworks.com so that we can address your concern.

## **Security**

We take great care and use the latest technologies to ensure the security and safety of all your transactions with MIX Networks, Inc.<sup>®</sup>. To prevent unauthorized access or disclosure, maintain data accuracy, and ensure the appropriate use of information, we have put in place safeguards to secure the information we collect online. Our servers use encryption technology to protect the transfer of your credit card data to unauthorized parties. When these types of measures are taken, shopping online is safe and secure. We use industry-recognized standards in transaction security to protect the information you provide when you make a purchase at MIX Networks, Inc.<sup>®</sup>.

## **Links to Other Sites**

MIX Networks, Inc.<sup>®</sup>'s website contains links to other web pages and websites. MIX Networks, Inc.<sup>®</sup> is not responsible for the privacy practices or the content of such websites. You are encouraged to review the privacy policies of these other websites before registering for any products or services from that website.

## **Access to and Intended Use of MIX Networks, Inc.® Application and Website**

The MIX Networks, Inc.® application is intended for use by US and Canadian business customers who are subscribed to a hosted PBX product from MIX Networks, Inc.® authorized Reseller (MIX Networks, Inc.®). Use of the website is intended for use by individuals who are 18 years of age or older. MIX Networks, Inc.® does not knowingly or intentionally collect information from minor children under the age of 18. If you believe your child has provided information to this website, please contact using the information provided below.

### **Questions/Concerns**

If, after reading our Privacy Policy, you have questions or concerns about any of the statements herein, or would like to correct personal information, you may contact us at:

**Attention:**

Privacy Officer, MIX Networks, Inc.®  
608 Robin Rd, Lakeland, FL 33803,  
813-500-5000 or [info@mixnetworks.com](mailto:info@mixnetworks.com)