

AirwaveOps Privacy Policy

Effective Date: December 1, 2025

This Privacy Policy describes how **Airwave Ops LLC** (“**Company**,” “**we**,” “**us**,” or “**our**”) collects, uses, and protects personal information in connection with our website at **airwaveops.com** and any related services (collectively, the “**Services**”).

We are committed to keeping your information internal to our organization. We **do not sell or rent your personal information**, and we **do not share it with third parties for their own marketing purposes**. We use it only to operate, maintain, and improve our Services and to comply with applicable law.

By using the Services, you agree to the collection and use of information in accordance with this Privacy Policy.

1. Scope

This Privacy Policy applies to personal information we collect:

- Through our website **airwaveops.com**
- Through any web apps, portals, mobile data, or tools we provide
- Through communications you have with us (email, support tickets, etc.)

It does **not** apply to information we process solely as a service provider on behalf of our customers, where a separate contract or data processing agreement may apply.

2. Information We Collect

We only collect information that is reasonably necessary to operate the Services, maintain security, and comply with legal obligations.

2.1 Information You Provide

Examples include:

- Account information: name, username, email address, phone number, company or organization, role
- Authentication and security information (e.g., passwords, 2FA preferences)

- Profile and settings information
- Support communications and feedback
- Any other information you choose to submit through the Services

2.2 Information Collected Automatically

When you use the Services, we may automatically collect:

- Log data (such as IP address, browser type, pages visited, timestamps, and referring URLs)
- Device information (device type, operating system)
- Usage information (features used, click paths, error logs)

We primarily use this information for security, troubleshooting, and to improve performance.

2.3 Cookies and Similar Technologies

We may use cookies and similar technologies to:

- Keep you logged in and maintain your session
- Remember your preferences and settings
- Improve security and detect suspicious activity

You can typically control cookies through your browser settings, but disabling certain cookies may affect your ability to use some features.

3. How We Use Your Information

We use personal information for the following purposes:

- **To provide and maintain the Services**
Including account creation, authentication, user management, features you use, and customer support.
- **To secure our Services**
Detecting, preventing, and responding to security incidents and fraudulent activity.

- **To communicate with you**

Sending service-related messages, notices about changes, and responding to your requests.

- **To comply with legal obligations**

Meeting legal, regulatory, tax, and audit requirements.

We do **not** use your personal information for third-party advertising or sales.

4. How We Share Information

4.1 We Don't Sell Personal Information

We **do not sell** your personal information, **do not rent it**, and **do not share it with third parties for their own marketing or advertising purposes**.

4.2 Limited Sharing With Service Providers

We may share personal information with trusted third-party service providers who perform services on our behalf (for example: hosting providers, email or SMS providers, backup services, analytics strictly for our internal use).

These providers are only allowed to use your information to perform services for us and are contractually required to protect it and keep it confidential.

4.3 Legal Requirements and Protection of Rights

We may disclose information if we believe it is reasonably necessary to:

- Comply with any applicable law, regulation, legal process, or governmental request
- Enforce our agreements, policies, and terms of use
- Protect the security or integrity of the Services
- Protect our rights, property, or safety, or that of our users or others

4.4 Business Transfers

If we are involved in a merger, acquisition, restructuring, or asset sale, your information may be transferred as part of that transaction, subject to continued protections consistent with this Privacy Policy.

5. Data Retention

We retain personal information only for as long as necessary to:

- Provide the Services
- Fulfill the purposes described in this Policy
- Comply with legal, accounting, or reporting requirements
- Resolve disputes and enforce our agreements

When we no longer need personal information for these purposes, we will delete or de-identify it in a reasonable timeframe.

6. Your Rights and Choices

We respect your ability to control your personal information. Depending on where you live (and applicable law), you may have some or all of the rights below.

Regardless of your U.S. state of residence, we **will honor reasonable requests** to:

6.1 Access Your Data

You may request:

- Confirmation of whether we process your personal information
- A copy of the personal information we have about you

6.2 Correct Your Data

You may request that we correct or update inaccurate or incomplete personal information we have about you.

6.3 Delete Your Data

You may request that we delete your personal information.

When you do so, we will:

- Remove your personal information from our active systems; and
- Take reasonable steps to remove or anonymize it in backups and archives, except where we are legally required or permitted to retain certain data (for example, transaction or audit records).

Our intention is to delete your account and related personal information to the fullest extent technically and legally possible.

6.4 Opt Out of Sale/Sharing and Targeted Advertising

We do **not** sell or share personal information for cross-context behavioral advertising or targeted advertising as defined by various state privacy laws. If we ever change this in the future, we will update this Policy and provide appropriate opt-out mechanisms.

6.5 Non-Discrimination

We will not discriminate against you for exercising any of your privacy rights, such as by denying services, charging different prices, or providing a different level of quality.

6.6 How to Exercise Your Rights

To exercise any of these rights, please contact us at:

Email: privacy@airwaveops.com

Mailing address: Airwave Ops LLC, 550 Leskey St, Berlin, WI 54923

We may need to verify your identity before processing your request (for example, by verifying access to your email address or account). Where required by law, we will respond within the applicable statutory timeframe (typically 45 days, with possible extensions as allowed).

6.7 Appeals (Certain U.S. States)

Residents of certain states (for example, Colorado, Connecticut, Virginia, and others with similar laws) may have the right to **appeal** our decision if we decline a privacy request.

If we deny your request, we will explain why and how you can appeal. If you are still unsatisfied, you may be able to contact your state Attorney General.

7. Additional Disclosures for U.S. State Privacy Laws (e.g., California, Colorado, Virginia, Texas, etc.)

Some U.S. states have comprehensive privacy laws that require specific disclosures. This section is intended to address those requirements in a general way.

7.1 Categories of Personal Information We Collect

Depending on how you use the Services, we may have collected the following categories of personal information in the last 12 months:

- **Identifiers:** name, username, email address, phone number, IP address

- **Account and commercial information:** information about your organization, subscription level, service usage, and billing information (if applicable)
- **Internet or electronic network activity:** log data, usage data, and interaction with our Services
- **Professional or employment-related information:** organization name, job title, role (for B2B users)
- **Inferences:** limited internal analytics about how features are used in order to improve the Services

We collect these categories directly from you or your organization, and automatically from your use of the Services.

7.2 Purposes for Collection

We collect these categories for the business purposes described in **Section 3** (providing and securing the Services, communicating with you, and complying with law).

7.3 Sharing and “Selling” of Personal Information

- We **do not sell** personal information and have not sold personal information in the last 12 months.
- We **do not share** personal information for cross-context behavioral advertising.
- We only disclose personal information to our service providers for the limited business purposes described in this Policy.

7.4 Sensitive Personal Information

If we collect any data that is considered “sensitive” under applicable laws, we will only use or disclose it for necessary purposes permitted by law (for example, security or authentication) and not for inferring characteristics about you.

8. Security

We use reasonable and appropriate technical and organizational measures to protect personal information against loss, misuse, unauthorized access, disclosure, alteration, or destruction.

However, no method of transmission over the internet or method of electronic storage is 100% secure. While we strive to protect your personal information, we cannot guarantee absolute security.

9. Children's Privacy

The Services are **not directed to children** and are intended for use by organizations and adults. We do not knowingly collect personal information from children under the age of 13 (or a higher age where required by applicable law).

If you believe a child has provided us with personal information, please contact us at privacy@airwaveops.com, and we will take appropriate steps to delete such information.

10. International Users

If you access the Services from outside the United States, please be aware that your information may be transferred to, stored in, and processed in the United States and other countries where our systems or service providers are located. Data protection laws may differ from those in your jurisdiction.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we do, we will update the "Last updated" date at the top of this page. If we make material changes, we may provide additional notice (such as by email or in-app notice).

Your continued use of the Services after any changes become effective signifies your acceptance of the updated Policy.

12. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our privacy practices, you may contact us at:

Airwave Ops LLC

Email: privacy@airwaveops.com

Address: 550 Leskey St, Berlin, WI 54923

