

PRIVACY • TRUST • TRANSPARENCY

Privacy Policy

Website, Applications, Phone, SMS, Zoom, and Microsoft Teams Services

Business	XeSys, LLC
Effective date	August 31, 2026
Last updated	August 31, 2026

XeSys, LLC ("Company," "we," "us," or "our") respects your privacy. This Privacy Policy explains how we collect, use, disclose, and protect information when you use our website, applications, services, telephone or SMS services, or Zoom- and Microsoft Teams-based communications. By using our services or contacting us, you acknowledge the practices described below.

SERVICE MODEL Our private-service and support communications generally begin when a customer or prospective client uses one of our services or contacts us for help or information.

1. Information We Collect

We seek to collect only information reasonably necessary to operate our services, respond to requests, assist customers, maintain security, and comply with applicable law.

A. Usage Data

When you access our website, applications, or services, we or our providers may automatically receive limited technical and usage information, including:

- Internet Protocol address;
- Device type, operating system, and browser type;
- Date and time of access;
- Pages or features used;
- Referring or exit pages;
- Approximate location inferred from an IP address;
- Error reports, diagnostic information, and security logs; and
- Other information needed to operate, maintain, secure, or improve the service.

We generally do not seek to collect additional personal information through a particular service or application unless that service clearly states otherwise, you voluntarily provide the information, it is needed to fulfill your request, or collection is required or permitted by law.

B. Information You Voluntarily Provide

If you contact us for help, request information, submit a form, call or text us, use one of our applications, or communicate through Zoom or Microsoft Teams, we may receive information you choose to provide, such as:

- Your name, email address, telephone number, company, or organization;
- Account or service information;
- The contents of your message, request, meeting, or conversation;

- Files or materials you voluntarily share; and
- Other information needed to respond to or complete your request.

We use this information primarily to respond, provide support, supply requested information, deliver services, maintain appropriate records, and conduct reasonable follow-up relating to your inquiry or customer relationship.

C. Third-Party Platforms

Our services may rely on third parties such as website hosts, telecommunications providers, analytics providers, email providers, Zoom, and Microsoft. These providers may independently collect or process information under their own privacy terms and settings. Review the applicable provider policies before using those services.

Provider privacy information: Zoom Privacy Statement, <https://www.zoom.com/en/trust/privacy/privacy-statement/>; Microsoft Privacy Statement, <https://www.microsoft.com/privacy/privacystatement>.

2. How We Use Information

We may use information to:

- Operate, maintain, secure, and improve our website, applications, and services;
- Respond to questions, requests, and support inquiries;
- Provide information or services requested by a current or prospective client;
- Communicate about an existing customer relationship;
- Follow up on a customer-initiated inquiry or conversation;
- Schedule and conduct Zoom or Microsoft Teams meetings, telephone calls, or consultations;
- Diagnose technical problems and prevent fraud, abuse, or security incidents;
- Maintain appropriate business and communication records;
- Comply with legal obligations; and
- Protect our rights, users, customers, systems, and services.

We do not use personal information for materially different purposes without appropriate notice or any consent required by law.

3. Customer-Initiated Phone and SMS Communications

Our telephone and SMS services are intended to be customer initiated. We do not ordinarily initiate a telephone call or SMS conversation with a person who has not first contacted us, requested assistance or information, provided a telephone number for communication, or established a current business relationship with us.

When you call, text, or provide your telephone number in connection with a request, you authorize us to respond, return your call or text, provide requested help or information, communicate about the relevant service, account, appointment, or transaction, and conduct reasonable follow-up regarding that inquiry or relationship.

Providing a telephone number does not automatically enroll you in promotional or recurring marketing messages.

SMS Terms

- Message and data rates may apply.
- Message frequency depends on your request and the resulting conversation.
- Reply STOP to request that SMS messages cease.
- Reply HELP or contact us using the information below for assistance.
- Consent to receive SMS messages is not a condition of purchasing goods or services.

After an opt-out request, we may send a single nonmarketing message confirming that the request has been processed, where permitted by law.

4. Mobile Information and SMS Consent

XeSys may collect your mobile telephone number and SMS consent when you voluntarily provide them through our website, by telephone, through an inbound text message, or by another clearly disclosed opt-in method. We use this information to respond to your request and to send the customer-care, service, appointment, account, or informational messages you agreed to receive through Zoom Phone.

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Text-messaging originator opt-in data and consent will not be shared with or sold to any third party. This restriction applies even if other portions of this Privacy Policy permit us to share information with service providers or other companies.

We may use vendors that provide the technical systems needed to deliver messages on our behalf, including Zoom and telecommunications carriers. Those providers may process mobile information only to provide and support the messaging service, and they may not use mobile opt-in data or consent for their own marketing or promotional purposes.

You may opt out of SMS messages at any time by replying STOP. After you opt out, you may receive one final message confirming the opt-out, and no further SMS messages will be sent unless you provide new consent. For assistance, reply HELP or contact us at Privacy@xesys.net. Message and data rates may apply. Message frequency varies based on your requests and interactions. Consent to receive SMS messages is not a condition of purchase.

5. Ordinary Telephone Calls and Business Conversations

If you voluntarily call us, ask us to call you, provide your telephone number during a business conversation, or otherwise request information, we may respond and continue communicating about your inquiry, requested assistance, relevant products or services, scheduling, an existing or potential business relationship, or reasonable follow-up arising from the conversation.

This permits communication with current customers and prospective clients who have directly engaged with us. It does not authorize unrelated, unsolicited, automated, or prerecorded marketing calls or texts where consent is required by law. You may ask us at any time not to contact you by telephone or SMS for marketing purposes.

6. Zoom and Microsoft Teams Meetings and Calls

We may use Zoom or Microsoft Teams for consultations, demonstrations, support, meetings, calls, or other communications requested by current and prospective clients. When you participate:

- Zoom or Microsoft may process technical, participant, profile, device, diagnostic, meeting, and service-related information under the applicable provider's privacy practices;
- Your display name, profile image, audio, video, chat messages, screen-sharing content, files, and other information you choose to provide may be visible to meeting participants;
- We use meeting information to conduct the requested meeting, answer questions, provide support, and follow up concerning the meeting; and
- You should avoid sharing sensitive information that is not necessary for the meeting.

Meeting Recording and Transcription

We may record or transcribe a Zoom or Microsoft Teams meeting only after providing notice to participants and obtaining any consent required by applicable law. If you do not wish to be recorded or transcribed, notify us before it begins or leave the meeting. Recordings and transcripts are used only for the stated business purpose and retained only as long as reasonably necessary.

7. Marketing and Opt-Out Rights

You may opt out of marketing communications at any time by using an unsubscribe link, replying STOP to an SMS message, asking us during a call, or emailing Privacy@xesys.net.

We will process valid opt-out requests as required by applicable law. Opting out of marketing does not prevent necessary nonmarketing communications, including responses to your requests, service or transaction notices, security alerts, legal notices, or messages needed to administer an existing account or service.

8. Cookies and Similar Technologies

Our website or providers may use cookies, logs, pixels, or similar technologies to operate the website, remember preferences, maintain security, detect errors or abuse, and understand general website usage. Most browsers allow users to block or delete cookies, although disabling required cookies may affect functionality.

9. How We Disclose Information

We do not sell personal information. This includes any information gathered from the client to provide service. This includes but is not limited to Names, Addresses, Phone Numbers, E-Mail's or any other personal information. We may disclose limited information:

- To providers that host, maintain, secure, or support our services or operations;
- When you direct or authorize the disclosure;
- When necessary to complete a requested service or transaction;
- To investigate or prevent fraud, abuse, security threats, or unlawful activity;
- To comply with legal process or another legal obligation;
- To protect our rights, property, customers, users, or systems; or
- In connection with a merger, financing, acquisition, reorganization, or sale of some or all of our business, subject to appropriate confidentiality measures.

10. Data Retention

We retain information only as long as reasonably necessary to respond to or complete your request, provide and maintain services, preserve appropriate records, resolve disputes, maintain security, enforce agreements, and meet legal, tax, accounting, or regulatory obligations. Retention periods may vary by information type, service, and legal requirement. Information held by Zoom or Microsoft may also be subject to the provider's retention practices and our account settings.

11. Data Security

We use reasonable administrative, technical, and physical safeguards designed to protect information from unauthorized access, use, alteration, loss, or disclosure. No website, telephone system, SMS service, videoconferencing platform, transmission method, or storage system can be guaranteed completely secure.

12. Your Privacy Choices

Depending on where you live and applicable law, you may have rights to request access, correction, deletion, information about use or disclosure, withdrawal of consent where applicable, or an appeal of a privacy-request decision. Contact us below to submit a request. We may verify your identity, and legal exceptions may apply.

13. Children's Privacy

Our website and services are not directed to children under 13, and we do not knowingly collect personal information from children under 13. If you believe a child has provided information to us, contact us so we may investigate and, where appropriate, delete it.

14. External Links

Our website may link to services operated by other organizations. We are not responsible for their privacy, security, content, or practices. Review their policies before providing information.

15. Changes to This Privacy Policy

We may update this Privacy Policy to reflect changes to our services, practices, technologies, or legal obligations. We will post the updated policy and revise the Last Updated date. If required by law, we will provide additional notice or obtain consent before applying a material change.

16. Contact Us

For questions, privacy requests, marketing opt-outs, or concerns, contact:

[XeSys, LLC](#) | [Email: Privacy@xesys.net](mailto:Privacy@xesys.net)