



KUDUCOM Privacy Policy

Effective Date: 3/5/2026

Introduction

Tampa Bay DSL, Inc, DBA KUDUCOM (“KUDUCOM,” “we,” “our,” or “us”) respects your privacy and is committed to protecting the personal information of our customers, partners, and website visitors.

This Privacy Policy explains how we collect, use, store, and protect information when you use our telecommunications services, including:

- Voice and VoIP services
- Internet and connectivity services
- SMS and messaging services
- AI voice assistants and call processing systems
- Meeting and collaboration tools
- Customer support and service platforms
- Our website and related digital services

By using our services or interacting with our website, you agree to the practices described in this policy.

Information We Collect

Personal Information

We may collect information that identifies or relates to an individual or business contact, including:

- Name
- Company name
- Email address
- Phone number
- Mailing address
- Billing information
- Account login credentials

This information is typically collected when:

- Creating an account
- Requesting services
- Submitting support tickets
- Completing forms on our website
- Communicating with our team

Telecommunications Service Data

When providing communications services, certain operational data is generated automatically.

This may include:

- Phone numbers used for calls or messaging
- Call timestamps and duration
- Call routing information
- Message logs
- Service configuration details

This information is necessary to provide, maintain, and troubleshoot telecommunications services.

Call Recordings and Transcripts

Certain services may include call recording, transcription, or AI-assisted analysis to support business communications, quality assurance, or customer service operations.

These services may capture:

- Audio recordings of calls
- Automated call transcripts
- Meeting summaries and notes
- Call analytics or sentiment analysis

Customers are responsible for ensuring they comply with applicable recording laws when using recording features.

AI Voice Agents and Automated Communications

KUDUCOM may offer AI-powered voice assistants designed to:

- Answer inbound calls
- Capture contact information
- Collect service requests
- Provide basic customer support responses

When interacting with these systems, the following information may be collected:

- Caller phone number
- Call recordings
- Conversation transcripts
- Caller-provided information such as name or contact details

This data is used only for the purpose of delivering requested services and improving system performance.

SMS and Messaging Data

If you opt into SMS communications from KUDUCOM, we may collect and process:

- Phone number
- Message content
- Message timestamps
- Delivery confirmations

Message frequency may vary depending on the services you use.

Message and data rates may apply.

You may opt out of SMS communications at any time by replying STOP.

Reply HELP for assistance.

SMS consent is not shared with third parties or affiliates for marketing purposes.

Website and Technical Data

When visiting our website, we may automatically collect certain technical information, including:

- IP address
- Device type
- Browser type
- Pages visited
- Date and time of access

This information helps us improve website functionality and performance.

How We Use Information

We use collected information for the following purposes:

- Providing telecommunications services
- Managing customer accounts
- Processing billing and payments
- Responding to support requests
- Delivering SMS notifications or service alerts
- Improving network performance and service reliability
- Monitoring service quality and troubleshooting issues
- Enhancing AI and automation systems

We do not sell personal information to third parties.

Sharing of Information

We may share information with trusted third-party providers that assist in delivering our services.

These may include providers of:

- Network infrastructure
- Cloud hosting
- Messaging services
- Communications platforms

- Customer support systems
- Payment processing

These partners are contractually required to protect customer information and may only use it to provide services on our behalf.

Data Security

KUDUCOM implements administrative, technical, and physical safeguards designed to protect personal information from unauthorized access, disclosure, or misuse.

However, no system can guarantee complete security, and we encourage users to take precautions to protect their account information.

Data Retention

We retain information only as long as necessary to:

- Provide telecommunications services
- Maintain business records
- Comply with legal obligations
- Resolve disputes or enforce agreements

Call records, transcripts, and messaging logs may be retained for operational, support, or compliance purposes.

Your Privacy Rights

Depending on your jurisdiction, you may have rights to:

- Access your personal information
- Request correction of inaccurate information
- Request deletion of certain data
- Opt out of communications

Requests may be submitted using the contact information below.

Third-Party Services

Our services may integrate with third-party communication or software platforms. These platforms operate under their own privacy policies.

KUDUCOM is not responsible for the privacy practices of external services.

Updates to This Policy

We may update this Privacy Policy periodically. Changes will be posted on this page with an updated effective date.

Continued use of our services constitutes acceptance of the updated policy.

Contact Information

KUDUCOM

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