

Acclaim Telecom Services, Inc. Privacy Policy

Date	Company	Change Summary
October 10, 2021	Acclaim Telecom Services	Initial Release
October 21, 2023	Acclaim Telecom Services	Revision 1
December 16, 2024	Acclaim Telecom Services	Revision 2

General

Acclaim Telecom Services (Acclaim) is serious about protecting any information we receive from our customers and visitors. We are committed in ensuring that your privacy is protected. Acclaim Telecom Services does not collect any information unless given to us by you or by use of contracted services. Acclaim Telecom Services may change this policy from time to time by updating this page. Please feel free to check this page at any time for updates to our Privacy Policy or download the current policy by clicking 'Download PDF'. Last update occurred in December 2024.

Collection of Information

Acclaim only collects information that we actually need. Much of this information is given to us when customers sign up for an account, customer support or buy something from us. This consists of Business contact information including name, phone number, email address, business address and billing information. Acclaim does not store credit card data.

When you visit our website or use our software, we automatically log some basic information such as date and time of visit, how you got to the site, where you navigated within it, and what features and settings you use. We use this information to improve our website and services and to drive new product development. We also use cookies to provide enhanced functionality like user ID and password prompts and various usage flow for requested reports and call tracking.

Other information that may be collected:

- Porting information which includes all phone numbers for porting, company contact information of authorized individual, account information of current service provider
- Call detail records for billing and reporting. Some of this stored data is required for FCC compliance.
- Correspondence information which includes email, phone calls, service requests and other information received from daily business activities. Phone calls are never recorded.
- Phone service information is collected by Acclaim Telecom Services from customers as they use the services provided. This may include phone numbers (source and destination) of incoming/outgoing calls, voicemails left by inbound callers until deleted by customer, extensions configured and forwarded phone numbers until redirected by customer
- Acclaim does not honor Do Not Track signals from internet browsers, however; when a universal standard for processing them emerges, we will follow it.

Use of Collected Information

Acclaim uses your information to provide the services you have requested or contracted us to perform and to keep an eye out for unauthorized or illegal use. We also will use the information to communicate

with you regarding the products and services you are using especially in providing any support you may require. Acclaim does not sell collected information to anyone.

You can decline certain kinds of information use either by not providing the information in the first place or by opting out later. You can also disable cookies to prevent your browser from giving us information, but if you do so, certain website features may not work properly. We completely disable non-essential and intrusive third-party cookies from our website and products.

We limit access to your personal information to our employees and contractors who have a legitimate need to use it. If we share your information with other parties (like developers, service providers, and domain registrars), they must have appropriate security measures and a valid reason for using your information.

We keep your personal information for as long as it is required for the purposes stated in this Privacy Policy. When we no longer have a legitimate need to process your information, we will delete or isolate your information, whichever is appropriate.

Since our customers are business entities, most information is not considered personal in nature. Some jurisdictions may qualify some of the material collected as personal. The Information collected on this website is not associated with any personal identifiable information.

There are some limitations to the privacy we can promise you. We will disclose personal information if it's necessary to comply with a legal obligation, prevent fraud, enforce an agreement, or protect our users' safety.

Information Security

Acclaim Telecom Services strives to maintain a high level of security to ensure your information is secure. All servers and electronic equipment are hosted in a Tier 4 secured facility making physical access to equipment extremely difficult. Electronic and business procedures are designed to safeguard all information. While we work hard to ensure the integrity and security of our network and systems, we cannot guarantee that our security measures will prevent “hackers” or other unauthorized persons from illegally accessing or obtaining information.

You are responsible for maintaining the confidentiality of any username and password you maintain in connection with our services. To help protect against unauthorized or improper use, make sure that you log out at the end of each session. If you share your username or password with others, they may be able to obtain access to your personal information at your own risk. If you believe that your username or password have been compromised, you should immediately change your password and contact support. We reserve the right to automatically lock accounts or suspend accounts that have attempted to log in multiple times with invalid passwords. Please contact support if you suspect this has happened.

If you believe we have collected information from a minor, contact us and we will investigate and remove the information is appropriate.

Currently Acclaim does not have any customers nor has Acclaim collected any information from EU citizens so therefore is not required to conform to the GDPR, or the [General Data Protection Regulation](#).

Contact Us

If you have questions about this Privacy Policy, you can contact us at:

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