

ARENAONE

Privacy Policy

Arena One, LLC and its affiliates (“Arena One”) is committed to protecting the privacy and confidentiality of personal information we may collect. The Arena One Privacy Policy (“Privacy Policy”) is designed to assist you—businesses, consumers and the general public—in understanding how we collect personal information about you (“Personal Information”) through our websites and how that information may be used, maintained and, in some cases, shared. By visiting our websites or otherwise providing Arena One with Personal Information by any means, you accept and consent to the practices described in this Privacy Policy.

Information We Collect and How We Collect It

There are a variety of ways that we collect information about you:

Through one of our websites

When visiting a Arena One website, we may collect some information directly from you when you provide it to us, and we may collect other information gathered on a collective basis as you browse the website.

Arena One collects several types of information from and about users of our websites, including information by which you may be personally identified, such as name, postal address, e-mail address, telephone number or any other identifier by which you may be contacted online or offline, and anonymous information that is about you but does not individually identify you, such as usage details, IP addresses, and information collected through cookies and other tracking technologies. We collect this information directly from you when you provide it to us automatically as you navigate through the site, and from third parties such as our business partners.

When you communicate with us, we may monitor or record the interaction to help us better serve you, to train or otherwise support employees, resources or systems, and for security purposes.

Through chats and blogs

Some of our websites offer publicly accessible blogs or community forums. You should be aware that any information you provide in these areas may be read, collected and used by others who access them. To request removal of your Personal Information from our blog or community forum, contact us at compliance@arenaone.io. In some cases, we may not be

able to remove your Personal Information, in which case we will let you know if we are unable to do so and why.

We use live chat on some of our websites to assist you with questions about our products. If our live chat is offline, we will collect your name and email address so that we may reply to your request.

Through contact, billing and other information you provide

This includes your name, address, email and phone numbers where you can be reached related to the services you have through us.

How you use our services

Depending on the services you have contracted through us, this may include:

- Call records containing phone numbers for calls made and received
- Duration of those calls
- Data utilization, including IP addresses and types of traffic (ports and protocols)
- Health of devices we monitor at your location

Through the use of cookies

Arena One uses cookies to personally allow you to change some of the preference on how you view our site and to allow you to move from page to page without repeatedly logging in. They also allow us the ability to provide you with advertising that is more tailored to your interests, measure the number of site visits and which pages on the site are the most popular.

You are more than welcome to disable cookies, but you may find that doing so will prevent you from using certain aspects of our website.

For more information on how we use cookies, our cookie policy can be found at <https://arenaone.io/legal>.

Through Identity/Verification Providers

If required we will use Stripe, Inc. ("Stripe") for identity document verification. Stripe collects identity document images, facial images, ID numbers and addresses as well as advanced fraud signals and information about the devices that connect to our services. Upon request Stripe may share this information with us and use this information to operate and improve the services it provides, including for fraud detection. You can learn more about Stripe and read its privacy policy at <https://stripe.com/privacy>.

How Long Do We Keep Your Information?

The length of time we keep your information for can vary according to how we use that information. Unless there is a specific legal requirement to keep your information, we will not keep it for longer than we believe is reasonably necessary for the purposes for which the data was collected.

Linked Internet Websites

Our websites may provide hyper-text links to other websites over which we have no control and which may contain privacy provisions that are different from those provided herein. We are not responsible for and expressly disclaim any and all liability for the privacy policies or practices of other websites to which you choose to link from our websites. We encourage you to review the privacy policies of those other websites so you can understand how they collect, use and share your information.

How Do We Use This Information?

We use information that we collect about you or that you provide to us, including any Personal Information, to provide you with information, products or services that you request from us, and to notify you about changes to our website or any products or services we offer or provide through it.

These activities will include:

- Deliver and maintain products and services
- Establish and maintain your account and billing records
- Measure credit and payment risk
- Provide account-related services and information
- Help you with service and technical support issues or questions
- Manage and protect our networks, services, employees, and users
- Detect and prevent fraud
- Help us improve and personalize your service

- Research, develop and market new products and services
- Authenticate your identity
- Deliver personalized content and offerings to you

Does Arena One Share My Information?

Arena One will never sell your personal information. We will only share information within our company, with vendors and partners, and as described in this section.

We share information within Arena One

We share information within Arena One for a variety of purposes, including providing you with the latest information about our products and services and offering you our latest promotions. You can limit the sharing of Customer Proprietary Network Information and certain credit information if you do not want us to use them to market services to you that are different from the ones you have.

Customer Proprietary Network Information

Customer Proprietary Network Information (“CPNI”) is information that relates to the type, quantity, destination, technical configuration, location, amount of use and related billing information of your telecommunications or interconnected Voice over Internet Protocol (VoIP) services. Federal law governs our use and sharing of CPNI. For more information, our CPNI policy can be found at <https://arenaone.io/legal>.

We share information with Vendors and Partners

We use vendors and partners to help us offer, provide, repair, restore and bill for services. We share information with them as necessary for them to perform work for us. They are required to protect information they receive from us, or collect on our behalf, and can use it only for the purpose for which we provide it. We also share de-identified information with companies to assist with the delivery of advertising campaigns or aggregate reports.

When you purchase services that are offered by Arena One and one of our underlying service providers, both parties may receive your information. When this is the case, you should also review the particular service provider’s privacy policy because it may describe uses of your information that are different from ours.

Directory Listings and other Telephony Services

Your name and number may be transmitted and displayed on a Caller ID device, unless you have elected to block such information. Please note that Caller ID Blocking does not prevent the display of your number when you dial certain business numbers, 911, 900 numbers, or toll-free 8XX numbers.

We share information with Law Enforcement

We will disclose Personal Information to comply, when required by law, with court or administrative orders, civil or criminal subpoenas, warrants from law enforcement agencies, federal or state regulatory requirements, mandatory governmental audits, E911 reporting requirements, grand jury investigations, civil or criminal governmental investigations, or reporting required by the National Center for Missing and Exploited Children (designated by federal law as a reporting mechanism for child pornography).

We will also disclose Personal Information to appropriate law enforcement, 911 centers, or emergency services when we, in good faith, believe the disclosure is necessary to protect a person, us, or the public from an immediate threat of serious harm.

We share information with credit and collection agencies

For example, to communicate with credit bureaus or collection agencies for determining credit risk, for reporting purposes and to obtain payment for Arena One-billed products and services.

Sale of Business

We reserve the right to transfer information (including your Personal Data) to a third party in the event of a sale, merger, liquidation, receivership, or transfer of all or substantially all of the assets of our company provided that the third party agrees to adhere to the terms of the Privacy Policy and provided that the third party only uses your Personal Data for the purposes that you provided it to us. You will be notified in the event of any such transfer, and you will be afforded an opportunity to opt-out.

Security

Arena One maintains and protects the security of our servers and your personal information. To secure the information we collect from you, to prevent unauthorized access, maintain data accuracy and ensure only appropriate use of information, Arena One has established appropriate physical, electronic and management safeguards, like usernames and passwords, to access sensitive data. Unless unencrypted transmission is authorized, Arena One will use industry encryption methods to protect data transmission. Note that no security practice is foolproof and Arena One cannot guarantee the security of its systems or databases, nor will Arena One guarantee that information supplied by you will not be

intercepted during transmission. Arena One is not responsible for the unlawful or unauthorized actions of third parties. Arena One suggests that you backup all of its data on a regular basis.

Children's Privacy

The Arena One website is not designed for, nor is it directed towards, children under the age of 16. Arena One does not knowingly collect Personal Information from anyone under the age of 16. If you have reason to believe that a child under the age of 16 has provided Personal Information to us through our website or other service, please contact us at compliance@arenaone.io and we will use commercially reasonable efforts to delete that information.

Changes to the Privacy Policy

We may occasionally update this Privacy Policy. We encourage you to periodically review this Privacy Policy to stay informed about how we are protecting the Personal Information we collect. Your continued use of the website constitutes your agreement with this Privacy Policy and any updates.

Contacting Us

If you have any questions about this Privacy Policy, the ways in which we collect and use your information or your choices and rights regarding such use, please contact us via e-mail at compliance@arenaone.io, at the mailing address or by phone as provided below:

Mailing address: 295 Madison Avenue, 5th Floor, New York, NY 10017

Phone number: 877-770-0740