

## Privacy Policy

Last updated: April 8, 2026

Computer Techniques, LLC (“CTI,” “we,” “us,” or “our”) is committed to protecting the privacy of our users (“User,” “you,” or “your”) when you access or use our website (the “Site”) or otherwise interact with our products and services (collectively, the “Products”). This Privacy Policy describes how we collect, use, disclose, retain, and protect personal information when you visit our websites, use our mobile applications, communicate with us, apply for or purchase Products, or otherwise interact with us online.

This Privacy Policy is separate from our Customer Proprietary Network Information (“CPNI”) Notice which is available at <https://www.ctitech.com/wp-content/uploads/2022/05/Customer-CPNI-Information-5.4.22.pdf>

This Privacy Policy does not apply to information that is outside the scope of applicable privacy laws, including information that has been de-identified or aggregated in accordance with applicable law.

### **CONSENT: COOKIES AND SIMILAR TECHNOLOGIES**

We use cookies, pixels, SDKs, local storage, log files, and similar technologies to operate our Services, maintain security, remember preferences, measure performance, and, where used, support analytics and advertising.

Some cookies are necessary for the Services to function and cannot be switched off in our systems. Other cookies, such as analytics or advertising cookies, may be optional depending on the context and applicable law. Where required by law, we will obtain your consent before using non-essential cookies or similar technologies. You can manage your cookie preferences through our cookie banner or preference center, subject to browser-level controls and other choices described in this Privacy Policy.

If we process personal data for targeted advertising or similar cross-context behavioral advertising activities, we will provide any opt-out rights required by applicable law.

### **WHEN AND WHAT INFORMATION WE COLLECT**

Depending on how you interact with us, we may collect the following categories of personal information:

- Identifiers and contact information, such as name, postal address, billing address, email address, phone number, account username, account number, and other similar identifiers.

- Commercial and account information, such as records of products or services purchased, subscribed to, or considered; billing records; payment status; customer service history; and account preferences.
- Payment and transaction information, such as payment card details, billing address, and transaction records. Payment card processing may be handled by our payment processors on our behalf.
- Internet or other electronic network activity information, such as IP address, device identifiers, browser type, operating system, referring URLs, pages viewed, links clicked, dates/times of access, app interaction data, and cookie or similar technology data.
- Location information, such as general location inferred from IP address and, for certain app features, precise geolocation if collected with any consent required by law.
- Communications and support information, such as the contents of emails, chats, call recordings or transcripts where permitted by law, survey responses, and other communications you send to us.
- Authentication and security information, such as passwords, PINs, passcodes, security logs, and fraud-prevention information.
- Inferences, such as service preferences or likely interests derived from your interactions with us.

### **Sources of Personal Information**

We collect personal information:

- directly from you;
- automatically from your browser, device, or app when you use the Services;
- from service providers that support payment processing, analytics, communications, or fraud prevention;
- from affiliates; and
- from other parties where you direct them to share information with us or where legally permitted.

## **Sensitive Data**

We do not process sensitive personal information for purposes requiring opt-in consent under applicable law unless we first obtain the required consent. Where applicable, “sensitive data” may include, for example, precise geolocation, personal data revealing racial or ethnic origin, religious beliefs, mental or physical health diagnosis, sexual orientation, citizenship or immigration status, certain genetic or biometric data, and personal data collected from a known child.

*The technologies we use for this automatic data collection may include cookies, flash cookies, and/or web beacons, described below:*

**Cookies** (or browser cookies). A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting, you may be unable to access certain parts of our Site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Site, allowing us to enhance your user experience.

**Flash Cookies.** Certain features of our Site may use local stored objects (or flash cookies) to collect and store information about your preferences and navigation to, from and on our Site. Flash cookies are not managed by the same browser settings as are used for browser cookies. **Web Beacons.** Emails and newsletters sent electronically, as well as pages of our Site, may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit us, for example, to count users who have visited those pages or opened an e-mail and for other related site statistics (for example, recording the popularity of certain website content and verifying system and server integrity). If you visit this Site with an open ID (such as Facebook), you may also be sharing and integrating data with third-party social media sites, and we may track aggregate data about the number of visits to this Site with an open ID, the number of items “liked” on this Site, or items on this Site that you choose to share with a third-party social media site.

## **Do Not Track**

We do not currently employ a process for automatically responding to “Do Not Track” (DNT) signals sent by web browsers, mobile devices, or other mechanisms. Per industry standards, third parties may be able to collect information, including personal information, about your online activities over time and across different websites or online services when you use the website.

## **Global Privacy Signal**

You can use the Global Privacy Control (“GPC”) through a supported browser to signal certain of your opt-out preferences. You may opt out of the processing of your Personal Information for purposes of targeted advertising or certain sales of your personal information by broadcasting the Global Privacy Control signal through a supported browser. If you use the GPC, we will process your request for your browser, but it will not apply outside of that browser to your device. You will need to use the GPC for each browser you use to access the website. If you clear your cookies in your browser after using the GPC, you will need to use the GPC again for us to process your opt out for that browser.

## **WHAT WE USE YOUR INFORMATION FOR**

We may use personal information for the following purposes:

- to provide, activate, maintain, repair, support, bill for, and improve the Services;
- to create, manage, and authenticate accounts;
- to process transactions and send transactional communications;
- to communicate with you about your account, service updates, outages, maintenance, support issues, and other administrative matters;
- to provide customer support and respond to your inquiries;
- to market our Services and send promotional communications consistent with your choices and applicable law;
- to monitor, analyze, personalize, and improve the performance, usability, and security of the Services;
- to detect, investigate, prevent, or address fraud, unauthorized access, abuse, security incidents, or other illegal or harmful activity;
- to comply with law, lawful requests, contractual obligations, and industry requirements;
- to establish, exercise, or defend legal claims; and
- for other disclosed purposes compatible with the context of collection, or with your consent where required by law.

We do not use personal information for purposes that are incompatible with the purposes disclosed at the time of collection unless permitted by law or we obtain any required consent.

If at any time you would like access to your own Personal Information, to correct existing Personal Information, or to remove your Personal Information, please send an e-mail to [privacy@cticomputers.com](mailto:privacy@cticomputers.com). (We will treat any subsequent use you make of the Site as a new contact.)

## **DISCLOSURE OF YOUR INFORMATION**

We may disclose personal information to:

- service providers and processors that perform services on our behalf, such as payment processing, hosting, cloud storage, analytics, customer support, communications, security, and professional services;
- affiliates and subsidiaries for purposes consistent with this Privacy Policy;
- business partners where necessary to provide a service you request or where you direct us to do so;
- government entities, regulators, law enforcement, and other parties when required by law, legal process, or to protect rights, safety, property, or the Services;
- parties to a corporate transaction, such as an acquirer, investor, successor, or assignee in connection with a merger, acquisition, reorganization, bankruptcy, financing, or sale of assets; and
- other parties with your direction or consent.

We may also disclose deidentified or aggregated information that does not identify and cannot reasonably be used to identify an individual, as permitted by applicable law.

Sale / Targeted Advertising:

We may disclose certain identifiers, device information, internet activity information, and similar data to advertising, analytics, and social media partners in ways that may be considered a “sale,” “sharing,” or “targeted advertising” under certain state privacy laws. Where required, we provide a method to opt out.

## **HOW DO WE PROTECT YOUR INFORMATION?**

We maintain reasonable administrative, technical, and physical safeguards designed to protect personal information against unauthorized access, acquisition, destruction, use, modification, or disclosure. These measures may include access controls, encryption where appropriate, network monitoring, secure development and patching practices, vendor oversight, and incident-response procedures.

No method of transmission over the internet or method of storage is completely secure, and we cannot guarantee absolute security.

## **DATA RETENTION**

We retain personal information for as long as reasonably necessary for the purposes described in this Privacy Policy, including to provide the Services, maintain business and tax records, resolve disputes, enforce agreements, comply with legal obligations, and protect our rights. Retention periods may vary depending on the type of information, the sensitivity of the information, the context in which it was collected, and applicable legal requirements.

## **THIRD PARTY LINKS**

Occasionally, at our discretion, we may include or offer third-party products or services on our Site. These third-party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

## **Data Safety: Managing Your Personal Information**

You may have the right to correct, update, delete, or request access to the Personal Information that you have provided to us. You may submit your request to [privacy@cticomputers.com](mailto:privacy@cticomputers.com) or call 217-824-6398. These rights are limited and may not be available to you depending on where you are located.

For your protection, we will only implement requests with respect to Personal Information about you (not anyone else), and we may need to verify your identity before implementing your request. We may need to retain certain information for recordkeeping purposes, as required under applicable legal obligations. And even if you have a right to deletion, some of your information may remain within our systems and other records or archives, in compliance with applicable law.

## **Data rights and choices (U.S.)**

Depending on where you live and the laws that apply, you may have certain statutory data protection rights regarding your personal information. These rights may be subject to exceptions and limitations under applicable law.

You may have the right to:

- be informed of what personal data we hold about you and request access to and/or a copy of it;

- request that we correct personal information that is inaccurate or incomplete;
- request that personal information be removed from our systems (deleted), subject to certain exceptions;
- request a portable copy of certain personal information;
- opt out of certain processing of your personal information, including (where applicable) targeted advertising, and the sale or sharing of personal information (as those terms may be defined by applicable law);
- withdraw your consent at any time where we process personal information based on your consent (this will not affect the lawfulness of processing before you withdrew consent);
- not be discriminated against for exercising your rights (where applicable); and
- appeal a decision we make about your request (where applicable under U.S. state law).

#### Additional disclosures for certain U.S. states

- ***Sale/Sharing for targeted advertising:*** CTI does not sell personal information. CTI does not share personal information for cross-context behavioral advertising (also called targeted advertising) as those terms may be defined under certain U.S. state privacy laws.
- ***Sensitive personal information:*** CTI uses sensitive personal information only for purposes such as providing products and services, credentialing, security, fraud prevention, and compliance with law, as described above, and not to infer characteristics about you for targeted advertising.
- ***Non-discrimination:*** CTI will not discriminate against you for exercising your privacy rights.

If you wish to exercise any of these rights, please contact us by writing to or emailing us at [privacy@cticomputers.com](mailto:privacy@cticomputers.com). We may need to verify your identity before processing certain requests. We will respond within the time required by applicable law.

#### **Authorized agents (where applicable)**

In some U.S. states, you may designate an authorized agent to submit a request on your behalf. If you use an authorized agent, we may ask for proof that the agent is authorized, and we may also require you to verify your identity directly with us.

### **Appeals (where applicable)**

If we deny your request, you may have the right to appeal our decision. To appeal, please email [privacy@cticomputers.com](mailto:privacy@cticomputers.com) with the subject line “Privacy Request Appeal” and include your original request and our response. We will review and respond within the time required by applicable law.

(Your choices regarding cookies and similar technologies, including Global Privacy Control (GPC), are described above under “Cookies”)

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

### **INTERNATIONAL DATA TRANSFERS**

Our Services are operated from the United States. If you access the Services from outside the United States, your personal information may be transferred to, stored in, and processed in the United States and other jurisdictions where we or our service providers operate. Where required by applicable law, we will implement appropriate safeguards for cross-border transfers.

### **CHILDREN’S ONLINE PRIVACY PROTECTION ACT COMPLIANCE**

We are in compliance with the requirements of COPPA (Children’s Online Privacy Protection Act), we do not collect any information from anyone under 13 years of age. Our website, products and services are all directed to people who are at least 13 years old or older. We do not knowingly collect Personal Information from children under 13. If you are under 13, do not use or provide any information on this Site, make any purchases through this Site, use any of the interactive or public comment features of this Site or provide any information about yourself to us, including your name, address, telephone number, e-mail address or any screen name or user name you may use. If we learn we have collected or received Personal Information from a child under 13 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 13, please contact us at [privacy@cticomputers.com](mailto:privacy@cticomputers.com).

### **CALIFORNIA SPECIFIC PRIVACY RIGHTS**

California Civil Code Section § 1798.83 permits users of our Site that are California residents to request certain information regarding our disclosure of Personal Information to third parties for their direct marketing purposes. To make such a request, please send an e-mail to [privacy@cticomputers.com](mailto:privacy@cticomputers.com).

## **ONLINE PRIVACY POLICY**

Only this online privacy policy applies only to information collected through our website and mobile app not to information collected offline.

## **CHANGES TO OUR PRIVACY POLICY**

If we decide to change our privacy policy, we will post those changes on this page. If we make material changes to how we handle Personal Information, we may notify you by e-mail to the primary e-mail address specified in your account and/or through a notice on our Site and Products. The date the privacy policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable e-mail address for you, and for periodically visiting our Site and this Privacy Policy to check for any changes.

## **CONTACTING US**

If you have questions about this Privacy Policy or our privacy practices, or if you would like to submit a privacy request, contact us at:

**Email:** [privacy@cticomputers.com](mailto:privacy@cticomputers.com)

**Phone:** 217-824-6398

**Mail:** CTI, LLC, 520 N. Cheney St , Taylorville, IL 62568