

Privacy Policy

Fono may gather and use information about you, including (but not limited to) information in the following categories:

- Personal Identification data including name, address, telephone number, mobile number, email address;

- Profile data including age, gender, country of residence, language preference and any information that you choose to make available to others as part of your user .

- Electronic identification data (e.g. IP addresses, cookies);

- Banking and payment information (credit card information, account number);

- Survey results;

- Information about your usage of and interaction with the Fono services, our products and websites including computer, platform, device and connection information, device capability, bandwidth, statistics on page views, and traffic to and from our websites, browser and usage statistics;

- Products or services ordered and delivered;

- List of your contacts;

- Correspondence between you and Fono; and

- Traffic data (data processed for the purpose of the conveyance of communications or the billing thereof, including, but not limited to, the duration of the call, the number calling and the number called).

Our primary purpose in collecting information is to provide you with a safe, smooth, efficient, and customized experience. Fono collects and uses, or has third party service providers acting on Fono's behalf collecting and using, personal data relating to you, as permitted or necessary to:

- provide long distance and international communication services, and other products in particular to convey the communications you make by means of the Fono services and/or the Fono products;

- take, process or deliver orders made via our websites, invoice you or notify you of the status of your order;

- display updates about your recent activity using the Fono products

- provide other services for you (as described when we collect the information);

- provide you with customer support and troubleshoot problems;

- compare information for accuracy;

- inform you about service updates and faults;

- request feedback or participation in on-line surveys;

- resolve disputes;

- verify your identity;

- customize, measure, and improve our products and websites

- organise and carry out Fono's marketing or promotional operations/offers, contests, games and similar events; and

- protect your and Fono's interests, including in particular to enforce our Terms of Service and prevent and fight against fraud, (together, the Purposes).

Except as provided below, Fono will not sell, rent, trade or otherwise transfer any personal and/or traffic data or communications content without your explicit permission, unless it is obliged to do so under applicable laws or by order of the competent authorities. Please note that information that you voluntarily make public in your user profile, or which you disclose on forums, discussions boards or by posting comments will be publicly available and viewable by others.

Fono may disclose personal information to respond to legal requirements, exercise our legal rights

or defend against legal claims, to protect Fono's interests, fight against fraud and to enforce our policies or to protect anyone's rights, property, or safety. In order to provide you with Fono products you have requested, Fono may sometimes, if necessary, share your personal and traffic data with Fono's group companies, carriers, partner service providers and/or agents. For example the PSTN-VoIP gateway provider, and/or the third party banking organizations or other providers of payment, email delivery, analytical services, customer support, or hosting services. Fono will always require these third parties to take appropriate organizational and technical measures to protect your personal data and traffic data and to observe the relevant legislation.

Some Fono products may be co-branded and offered together with or via a partner company. If you register for or use such products, you consent to both Fono and the partner company's use of personal data collected in connection with the co-branded product. Fono may offer its products in connection with other websites or services or may team with other online services to give you the combined results of both products/services or additional services and benefits. To determine whether you would benefit from the combined offer, if you have provided your consent, Fono may match your email address, and email addresses of your contacts against email addresses you have provided to the third party website/service provider.

Fono, Fono's DID provider, or the operator or company facilitating your communication may provide personal data, communications content and/or traffic data to an appropriate judicial, law enforcement or government authority lawfully requesting such information. Fono will provide all reasonable assistance and information to fulfill this request and you hereby consent to such disclosure.

As Fono continues to develop its business, Fono might sell or buy subsidiaries or business units. In any such transactions in which Fono or substantially all of its assets are acquired by a third party, personal information of Fono users will generally be one of the transferred business assets. We reserve the right to include your personal information in any such transfer to a third party.

By using Fono's websites and/or software you are giving your consent to the use of cookies. You can choose to reject cookies at any time, either by changing your browser settings (if your browser permits) or by ceasing to use Fono's websites and/or software or by using the applicable opt-out functions. You should be aware that certain features are only available through the use of cookies and if you choose not to accept cookies, such features may not be available to you.

Fono uses analytics partners, including Google Analytics, to gather anonymous statistical and analytical information about how users use Fono websites and software clients. For example, these partners gather and aggregate data on page views and clicks on our sites, the search engines and keywords used to find our sites, links accessed from our sites, error and crash information about our clients, and similar information. These analytics are not used to track your journey to other websites or to identify you.

The advertisements of Fono appearing on third party websites and the advertisements of third parties appearing in the Fono software, products and on third party websites are delivered to you by Fono Advertising or other carefully selected ad serving partners ("Ad Serving Partners").

Fono and its Ad Serving Partners may use non-personally identifiable information that you have provided in your Fono profile or otherwise provided to Fono, such as your age, gender, language and country of residence, as well as information about your relationship with Fono's websites, software, and products, in order to provide advertisements likely to be of greater interest to you and to help us measure and improve the performance of our advertising campaigns. Fono and our Ad Serving Partners may use cookies and/or web-beacons (Gifs) to collect this information.

Fono's affiliate network program partner allows third parties to introduce people to Fono. Our affiliates may send cookies to your computer to allow them to receive information (a) when you click on a Fono related link on one of our affiliate partner sites, and/or (b) when you make a purchase on Fono's website, for the purpose of paying commission to the affiliate partner. If you re-visit Fono's site directly, our affiliate network program partner can recognize you and reward the third-party affiliate partner site that referred you to our site.

Sometimes, Fono's websites may include widgets or embedded video content from third parties such as YouTube. When you view this content or use this widget, you may be accepting cookies from these websites. These cookies are not within our control and you should check with the relevant third party site for more information.

Fono will take appropriate organizational and technical measures to protect the personal data and traffic data provided to it or collected by it with due observance of the applicable obligations and exceptions under the relevant legislation. Your personal and traffic data can only be accessed by authorized employees of Fono or its affiliates, subsidiaries or service providers who need to have access to this data in order to be able to fulfill their given duties.

Fono may use automated scanning to identify URLs within messages that have been previously flagged as spam, fraud, or phishing links. Fono may, in its sole discretion, block, prevent delivery of, or otherwise remove such links from any such messages.

Fono may from time to time ask you to provide information on your experiences which will be used to measure and improve quality. You are at no time under any obligation to provide any of such data. Any and all information which is voluntarily submitted in feedback forms on the website or any survey that you take part in is used for the purposes of reviewing this feedback and improving the Fono software, Fono products and websites.

Fono may contact you to send you messages about faults and service issues. Further, Fono reserves the right to use email, the Fono software or SMS to notify you of any eventual claims related to your use of Fono software, the Fono websites and/or Fono products, including without limitation claims of violation of third party rights.

Fono may send you alerts by email or SMS to notify you when someone has tried to contact you. Fono may also use email, SMS or the Fono software to keep you up to date with news about the Fono software and Fono products that you have purchased and/or to inform you about other Fono products or other Fono related information. You can opt-out of the receipt of alerts and/or promotional (a) emails by clicking the 'unsubscribe' link on the email that you receive or by changing your notification settings on your account page on www.Fono.com; and (b) SMS by following the instructions on the SMS that you receive.

If you have registered for or use co-branded Fono products, the emails or SMS that you receive may be from our partner company, acting on Fono's behalf.

Fono will retain your information for as long as is necessary to:

- (1) fulfill any of the Purposes (as defined in article 3 of this Privacy Policy) or
- (2) comply with applicable legislation, regulatory requests and relevant orders from competent courts.

Fono's websites and software clients are not intended for or designed to attract under the age of 13 and we do not intentionally or knowingly collect personal information on our sites from anyone

under the age of 13 (or older in some jurisdictions). We encourage parents to be involved in the online activities of their children to ensure that no information is collected from a child without parental permission.

Fono will occasionally update this Privacy Policy to reflect changes in our software and/or products and customer feedback. When we post changes to this Privacy Policy at Fono website. We will update the "last revised" date at the bottom of the Privacy Policy. We encourage you to periodically review this Privacy Policy to be informed of how Fono is collecting, using, and protecting your information.