



Include Information Management's General Privacy Policy

Include Information Management (i2m) is committed to protecting the confidentiality and security of your personal data. This Privacy Policy explains how we collect, use, and disclose your personal data, and your rights in relation to your personal data.

What Personal Data Do We Collect?

We collect the following personal data from our clients, partners, and website visitors:

- Contact Information: Name, email address, and phone number.
- Business Information: Business name, contact information and address.
- Technical Information: IP address, device type, geo-location, and browser type.

Regarding the Collection of this Information

- i2m disclaims any legal duty to verify the accuracy of any personal information that you provide to us through our websites or other contact methods with i2m.
- i2m's intent is not to collect any sensitive personal information from you. Sensitive personal information includes but is not limited to race or ethnic origin, political opinions, religious or other similar beliefs, trade union membership, physical or mental health, sexual life or criminal record. We request that you do not provide us with sensitive personal information of this nature.
- We (i2m) do not collect or store any payment information from clients.

Children Under Thirteen

i2m does not knowingly collect personally identifiable information from children under the age of thirteen. If you are under the age of thirteen, you must ask your parent or guardian for permission to work with or contact i2m.

How Do We Use Your Personal Data?

We use your personal data for the following purposes:

- **Providing Services:** To deliver our managed services, including IT support, cybersecurity, and cloud services.
- **Communicating with You:** General correspondence, provide support, and to send newsletters and important updates.
- **Improving Our Services:** To analyze usage patterns, identify trends, and improve our services.
- **Compliance with Laws:** To comply with laws, regulations, and industry standards.

How Do We Share Your Personal Data?

i2m does not sell, rent, or lease its customer lists or any i2m managed information to third parties.

We may however use i2m managed information with:

- **Trusted Third-Party Service Providers and Partners:** To deliver our managed IT services, including cloud providers and security services, to provide support and other i2m managed specialized services, and to arrange for deliveries.
 - All such third parties are prohibited from using your personal information except to provide these services to i2m on your behalf, and they are required to maintain the confidentiality of your information.
- **Business Partners:** To collaborate on client initiatives and projects.
- **Law Enforcement:** To comply with court orders, subpoenas, and other legal requirements.
 - i2m will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to:
 - a. conform to the edicts of the law or comply with legal process served on i2m.
 - b. protect and defend the rights or property of i2m.
 - c. act under exigent circumstances to protect the personal safety of users of i2m, or the public.

Security Measures

We implement robust security measures to protect your personal data, including:

- **Encryption:** We use encryption to protect sensitive client data.
- **Access Controls:** We limit access to your data to authorized personnel.

Your Rights

You have the following rights in relation to your data:

- **Access:** You are entitled to access any data that i2m has collected from you.
- **Rectification:** You are entitled to correct inaccurate or incomplete personal data.
- **Erasure:** You are entitled to request erasure of your personal data.
- **Object:** You are entitled to object to processing of your personal data.
- **Opt-Out & Unsubscribe:** We respect your privacy and provide you an opportunity to opt out of receiving newsletters, announcements, and other unsolicited information from i2m.

Changes to this Policy

i2m will occasionally update this Policy to reflect company and customer feedback. i2m encourages you to periodically review this Policy to be informed of how i2m is protecting your information. See the version number below to make sure you are viewing the latest version of this policy.

Contact Information

i2m welcomes your questions or comments regarding this Policy. If you believe that i2m has not adhered to this Policy, please contact i2m at:

Include Information Management, Inc. (dba i2m)
600 West Germantown Pike, Suite 400
Plymouth Meeting, PA 19462
support@i2m.solutions
security@i2m.solutons
888-991-3814



Include Information Management's Audio and Video Transcribing Privacy Policy Supplement

Include Information Management (i2m) is committed to protecting the confidentiality and security of your personal data. This Audio and Video Transcribing Privacy Policy Supplement explains how we collect, use, and disclose your data in regards to audio and video recordings, and your rights in relation to these recordings. Please see the "Include Information Management's General Privacy Policy" (above) for a complete understanding of our Privacy Policies.

What Information Do We Collect?

We may collect audio and video recordings during your interactions with our services. This includes, but is not limited to, meetings, support calls, and other communications. The information collected may include your voice, image, and any other personal data you choose to share during these interactions.

Use of Information

The audio and video recordings collected will be used to improve our services, provide customer support, and for training and quality assurance purposes. We may also use this information to transcribe the recordings into text for easier access and analysis.

Storage and Security

All audio and video recordings will be stored securely and will only be accessible to authorized personnel. We implement appropriate technical and organizational measures to protect your data from unauthorized access, use, or disclosure.

Data Retention

The audio and video recordings will be retained for a period of three (3) months, unless otherwise required by law or for legitimate business purposes. After this period, the recordings will be automatically and securely deleted.

How Do We Share Your Personal Data?

We do not share your audio and video recordings with third parties, except as required by law or with your explicit consent. We do not use any third-party transcription or analysis services.

Your Rights

You have the following rights in relation to your recordings:

- **Access:** You are entitled to access any recordings that i2m has collected of you.
- **Rectification:** You are entitled to correct inaccurate or incomplete data collected during these recordings.
- **Erasure:** You are entitled to request erasure of any recordings.
- **Object:** You are entitled to object to the collection or processing of any recordings.

Changes to this Policy

i2m will occasionally update this Policy to reflect company and customer feedback. i2m encourages you to periodically review this Policy to be informed of how i2m is protecting your information. See the version number below to make sure you are viewing the latest version of this policy.

Contact Information

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