

# PRIVACY POLICY

Call Center Resources LLC

Effective Date: June 22, 2026 | Last Updated: June 22, 2026

## 1. Introduction

Call Center Resources LLC ("we," "our," or "us") operates the website [www.callcenterr.com](http://www.callcenterr.com) and provides AI-powered customer experience, call center, and SaaS solutions including Lumina CX OS and Sophia AI. This Privacy Policy explains how we collect, use, disclose, and protect your personal information.

By accessing our website or using our services, you agree to the terms of this Privacy Policy.

## 2. Information We Collect

### Information you provide directly:

- Name, email address, phone number, and business information submitted through our contact forms or chat widget
- Inquiry details and support requests
- Appointment and scheduling information

### Information collected automatically:

- IP address, browser type, and device information
- Pages visited, time spent on site, and referring URLs
- Cookies and similar tracking technologies

## 3. How We Use Your Information

We use the information we collect to:

- Respond to your inquiries and support requests
- Schedule and confirm appointments
- Send customer care and service-related communications
- Improve our website and services
- Comply with legal obligations

## 4. SMS / Text Message Communications

By providing your mobile phone number through our chat widget or contact forms, you consent to receive text messages from Call Center Resources LLC.

- Messages may include appointment confirmations, service reminders, support follow-ups, and responses to your inquiries
- Message frequency varies based on your interactions with us
- Message and data rates may apply
- To opt out: Reply STOP to any message at any time
- For help: Reply HELP or contact us at [dbuss@callcenterr.com](mailto:dbuss@callcenterr.com)

We do not sell or share your phone number with third parties for their marketing purposes.

## 5. Sharing Your Information

We do not sell, rent, or trade your personal information. We may share your information with:

- Service providers who assist us in operating our website and delivering our services
- Legal authorities when required by law or to protect our rights
- Business transfers in the event of a merger, acquisition, or sale of assets

## 6. Cookies

We use cookies to enhance your experience on our website. You may disable cookies in your browser settings; however, some features of the site may not function properly without them.

## 7. Data Retention

We retain your personal information for as long as necessary to provide our services and comply with legal obligations. You may request deletion of your data at any time by contacting us.

## 8. Your Rights

You have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate information
- Request deletion of your personal information
- Opt out of marketing communications at any time

## 9. Security

We implement industry-standard security measures to protect your personal information from unauthorized access, disclosure, or loss. No method of transmission over the internet is 100% secure.

## 10. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of those sites and encourage you to review their privacy policies.

## 11. Children's Privacy

Our services are not directed to individuals under the age of 18. We do not knowingly collect personal information from children.

## 12. Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of significant changes by posting the updated policy on this page with a revised effective date.

## 13. Contact Us

### Call Center Resources LLC

■ dbuss@callcenterr.com

■ www.callcenterr.com

■ (715) 803-6133

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*This Privacy Policy is effective as of the date listed above and applies to all users of our website and services.*