



Privacy Policy

Effective Date: January 1, 2025

Company: Zulu Internet, Inc.

Contact: support@myzulu.co | (903) 739-2777 | 2820 NW Loop 286, Paris, TX 75460

Zulu Internet, Inc. ("Zulu Internet," "we," "our," or "us") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains what information we collect, how we use it, and your choices when you visit www.zuluinternet.com or use our services.

1. Information We Collect

We collect only the information needed to provide and support our internet services, including:

- Your **name** and **email address**
- **Payment information**, which is encrypted and processed securely
- **IP address** and general connection information for network operations
- Information you provide through our website contact forms for **support, billing, or service inquiries**

We do not collect unnecessary personal details or track your online activity beyond what's required to maintain and improve our services.

2. How We Use Your Information

We use the information you provide to:

- Deliver, maintain, and improve our internet services
- Respond to support, billing, and service requests



- Process payments securely through our third-party processor, IP Pay
 - Send customers important service updates, billing notices, and outage alerts
 - Share helpful news, promotions, or service improvements (only for current customers)
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3. Cookies and Analytics

Our website uses **Google Analytics** to help us understand how visitors use our site. Google Analytics collects non-personal data such as page visits, browser type, and time spent on the site.

You can adjust your browser settings to refuse cookies or alert you when they are being used.

4. Payment Processing

Payments are securely handled by **IP Pay**, our trusted payment partner.

We share only the necessary payment details with IP Pay to complete transactions. Zulu Internet does not store your full payment card information — all payment data is encrypted and protected through our **Sonar software** integration.

5. Data Sharing

We do **not** sell, rent, or trade your personal information.

We only share limited information with trusted third parties when it's necessary to:

- Process payments (IP Pay)
 - Provide analytics (Google Analytics)
All partners we work with are required to protect your data and use it only for the purposes we specify.
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6. Data Retention

We keep customer account and billing information **as long as the account is active**.

When an account becomes inactive, we delete or anonymize the data in a secure manner, unless we're required by law to retain it longer.

7. Data Security

We take your security seriously.

Zulu Internet uses encrypted connections, secure servers, and payment encryption through Sonar software. Only authorized team members have access to customer information, and we train our staff to handle data responsibly.

8. Children's Privacy

Our website and services are not directed toward children under 13. We do not knowingly collect personal information from minors. If we discover that we've received such information, we delete it promptly.

9. Marketing and Communications

We may email **current customers** about:

- Billing or service information
- Outage updates
- Promotions or new features

You can opt out of promotional messages at any time by replying "unsubscribe" or contacting us at **support@myzulu.co**.

Please note that important billing or service notifications will still be sent to active customers.



10. Policy Updates

We may update this Privacy Policy occasionally to reflect changes in our business or the law. The most current version will always be posted on our website, with the effective date shown at the top.

11. Contact Us

If you have any questions or concerns about this policy or how we handle your information, please contact us at:

 support@myzulu.co

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