

Privacy Policy

SafeLineCare

Effective Date: December 2025

This Privacy Policy describes how StopTheScam, LLC, a South Carolina limited liability company ("Company," "we," "us," or "our"), collects, uses, discloses, and protects information in connection with SafeLineCare (the "Service"). SafeLineCare is a trade name (DBA) of StopTheScam, LLC.

By using the Service, you agree to the collection and use of information in accordance with this Privacy Policy. If you do not agree with this Privacy Policy, please do not use the Service.

1. Information We Collect

1.1 Information You Provide to Us

Account Information: When you create an account or subscribe to the Service, we collect information such as your name, email address, phone number, billing address, and payment information.

End User Information: When you register an End User (such as a parent or family member), we collect their phone number and any other information you provide about them, such as their name.

Communications: If you contact us directly, we may collect information you provide in your communications, including the content of your messages.

1.2 Information Collected Through the Service

Call Recordings: All calls to the Service may be recorded. We collect and retain audio recordings of calls, including conversations with AI-powered systems and human support personnel.

Call Transcripts: We may create and retain written transcripts of calls, generated through automated transcription technology.

Call Metadata: We collect information about calls, including the phone number of the caller, date and time of the call, call duration, and call outcome.

Information Shared During Calls: During support calls, End Users may share personal information, including but not limited to information about their devices, accounts, technical issues, personal circumstances, and other matters. We collect and retain this information as part of our call recordings and transcripts.

1.3 Information Collected from Scam Protection Software

If you or your End User use the scam protection software included with the Service, we may collect information about potential scam attempts detected, user interactions with the software, and device and usage information necessary for the software to function.

1.4 Information Collected Automatically

Website Usage Data: When you visit our website, we may automatically collect information such as your IP address, browser type, operating system, referring URLs, pages viewed, and date/time of access.

Cookies and Similar Technologies: We may use cookies, web beacons, and similar technologies to collect information about your interactions with our website and to remember your preferences.

2. How We Use Your Information

We use the information we collect for the following purposes:

- (a) To provide, operate, and maintain the Service;**
- (b) To process transactions and send related information, including purchase confirmations and invoices;**
- (c) To communicate with you, including responding to your comments, questions, and requests;**

- (d) To send you technical notices, updates, security alerts, and administrative messages;**
- (e) To improve, personalize, and optimize the Service and develop new products and features;**
- (f) To train, develop, and improve our artificial intelligence and automated systems, including using call recordings, transcripts, and other data for machine learning purposes;**
- (g) To monitor and analyze trends, usage, and activities in connection with the Service;**
- (h) To detect, investigate, and prevent fraudulent transactions, abuse, and other illegal activities;**
- (i) To comply with legal obligations and enforce our Terms of Service;**
- (j) For any other purpose with your consent.**

3. Call Recording Disclosure

IMPORTANT: ALL CALLS TO THE SERVICE MAY BE RECORDED.

By using the Service, you consent to the recording of all calls, and you represent that you have obtained any necessary consent from End Users you register with the Service.

Call recordings may be used for:

- (a) Providing and improving the Service;**
- (b) Quality assurance and training of human support personnel;**
- (c) Training and improving artificial intelligence and automated systems;**
- (d) Developing new products and services;**
- (e) Resolving disputes and troubleshooting problems;**

(f) Complying with legal obligations.

4. Data Retention

We retain information for as long as necessary to fulfill the purposes described in this Privacy Policy, unless a longer retention period is required or permitted by law.

Call Recordings and Transcripts: We may retain call recordings and transcripts indefinitely for training, quality assurance, AI development, and service improvement purposes, even after you cancel your subscription.

Account Information: We retain account information for as long as your account is active and for a reasonable period thereafter to comply with legal obligations, resolve disputes, and enforce our agreements.

Aggregated and De-Identified Data: We may retain aggregated or de-identified data indefinitely for analytics, research, and other business purposes.

5. How We Share Your Information

We may share your information in the following circumstances:

Service Providers: We may share information with third-party vendors, consultants, and service providers who perform services on our behalf, such as payment processing (e.g., Stripe), telecommunications (e.g., Twilio), cloud hosting, and AI services. These service providers are obligated to use your information only to provide services to us.

Legal Requirements: We may disclose information if required to do so by law or in response to valid requests by public authorities (e.g., a court or government agency), including to meet national security or law enforcement requirements.

Protection of Rights: We may disclose information where we believe it is necessary to investigate, prevent, or take action regarding potential violations of our Terms of Service, suspected fraud, situations involving potential threats to the safety of any person, or as evidence in litigation in which we are involved.

Business Transfers: We may share or transfer information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business by another company.

With Your Consent: We may share information with your consent or at your direction.

We do not sell your personal information to third parties.

6. Data Security

We implement reasonable technical and organizational measures designed to protect the information we collect against unauthorized access, alteration, disclosure, or destruction. However, no method of transmission over the Internet or method of electronic storage is completely secure, and we cannot guarantee absolute security. You acknowledge that you provide your information at your own risk.

7. Your Rights and Choices

Account Information: You may update or correct your account information at any time by logging into your account dashboard or by contacting us at support@safelinecare.com.

Access and Deletion Requests: Subject to applicable law, you may request access to the personal information we hold about you or request that we delete your personal information. Please note that we may retain certain information as required by law or for legitimate business purposes, and we may retain call recordings and transcripts for AI training and service improvement purposes as described in this Privacy Policy.

Opt-Out of Marketing Communications: You may opt out of receiving promotional emails from us by following the unsubscribe instructions in those emails. If you opt out, we may still send you non-promotional communications, such as those about your account or our ongoing business relations.

Cookies: Most web browsers are set to accept cookies by default. You can usually set your browser to remove or reject cookies, but this may affect your ability to use our website.

8. State-Specific Privacy Rights

8.1 California Residents

If you are a California resident, you may have additional rights under the California Consumer Privacy Act (CCPA), including:

- (a) The right to know what personal information we collect, use, disclose, and sell;**
- (b) The right to request deletion of your personal information, subject to certain exceptions;**
- (c) The right to opt out of the sale of your personal information (we do not sell personal information);**
- (d) The right to non-discrimination for exercising your privacy rights.**

8.2 Other State Rights

Residents of Virginia, Colorado, Connecticut, Utah, and other states with comprehensive privacy laws may have similar rights. To exercise any of your rights, please contact us at support@safelinecare.com.

9. Children's Privacy

The Service is not intended for children under the age of thirteen (13). We do not knowingly collect personal information from children under 13. If you are a parent or guardian and believe that your child has provided us with personal information, please contact us at support@safelinecare.com, and we will take steps to delete such information.

10. Third-Party Links and Services

The Service may contain links to third-party websites or services that are not owned or controlled by us. This Privacy Policy does not apply to those third-party websites or services. We encourage you to review the privacy policies of any third-party websites or services you visit.

11. International Data Transfers

Your information may be transferred to, stored, and processed in the United States or other countries where our service providers are located. By using the Service, you consent to the transfer of your information to

countries outside your country of residence, which may have different data protection rules.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. If we make material changes, we will notify you by email or by posting a notice on our website prior to the effective date of the changes. Your continued use of the Service after the effective date of any changes constitutes your acceptance of the updated Privacy Policy.

13. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our privacy practices, please contact us at:

StopTheScam, LLC

d/b/a SafeLineCare

Email: support@safelinecare.com

— End of Privacy Policy —