

# Interval Privacy Policy

Updated 10/3/2024

## 1. Introduction

Welcome to Interval ("Company," "we," "our," or "us"). We are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy explains how we collect, use, and safeguard your data when you use our services (collectively referred to as "Services"). By using our Services, you agree to the terms outlined in this policy.

## 2. Information We Collect

### 2.1 Personal Data

When you use Interval, we may collect the following personal data:

- **Full Name:** To personalize communication and identify account holders.
- **Email Address:** For communication, account management, and support purposes.
- **Phone Number:** To send notifications, updates, and manage customer communication.
- **Billing Information:** For processing payments related to Interval's services.
- **Business Information:** Such as company name, industry, and customer data to facilitate customer communication and service automation.
- **Customer Data:** Includes names, contact details, and outstanding balances of your customers, necessary for Interval to perform its automated services.

### 2.2 Usage Data

We collect data on how Interval is accessed and used, including:

- **IP Address:** To track access and ensure security.
- **Browser Type and Version:** To optimize the service for different browsers.
- **Pages Visited:** To monitor engagement and improve user experience.
- **Time Spent on Pages:** To analyze usage patterns and enhance service delivery.

## 3. How We Use Your Information

We may use the information collected through Interval for the following purposes:

- **Service Automation:** To facilitate the automated processes related to communication with your customers.
- **Communication:** To send notifications, updates, and alerts related to your account and service usage.
- **Billing:** To process payments and manage billing inquiries.

- **Service Improvement:** To analyze usage patterns and improve the efficiency of Interval's services.

#### **4. How We Protect Your Information**

We implement a variety of security measures to protect your personal data from unauthorized access, use, or disclosure. These measures include encryption, secure storage solutions, and regular security audits.

#### **5. Sharing Your Information**

We do not sell, trade, or otherwise transfer your personal data to third parties without your consent, except in the following cases:

- **Service Providers:** We may share your information with trusted third-party service providers who assist us in operating our Services, provided they agree to keep your information confidential.
- **Legal Requirements:** We may disclose your information if required by law or in response to valid requests by public authorities.

#### **6. Your Data Protection Rights**

You have the right to:

- Access your personal data.
- Request corrections to any inaccuracies in your data.
- Request the deletion of your data, where applicable.
- Object to the processing of your data.
- Withdraw your consent at any time.

#### **7. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. Any changes will be posted on this page, and we will notify you via email or through our Services of significant changes.

#### **8. Contact Us**

If you have any questions about this Privacy Policy, please contact us at:

Email: [support@interval-ai.com](mailto:support@interval-ai.com)

#### **9. Disclaimer Regarding Interval's Services**

Please note that Interval is not a debt collection company. We solely provide software that facilitates automated communication. Our role is to provide businesses with tools to automate communication with customers regarding unpaid invoices or past-due balances. The responsibility for ensuring compliance with all applicable laws, regulations, and best practices lies with the business using Interval.

## **10. Data Storage and Compliance**

We do not store sensitive customer data and are committed to staying up to date on the latest trends and regulations in HIPAA compliance, collections outreach, and other federal processes. Interval is a plug-and-play internal tool for your business, and its use cases are entirely managed by you. The ultimate responsibility and liability to protect sensitive customer information lies with your business.