

Privacy Policy

1. Overview

Broadband Dynamics (BBD) values the privacy of its customers and end-users. BBD is a global provider of Telecommunication and Cloud services and as a part of our business we collect and store information about the services we provide. At BBD we focus on commercial/business users, predominantly various types of call centers, so our customers are other companies rather than individual consumers.

2. Purpose

The purpose of this policy is to explain what information we collect about you, how we use and share it, as well as how you can control certain uses of it.

3. What personal data does BBD process and why?

Type of Data	Information about phone calls and use of mobile data ("Calls") when sent through our network. For example: caller ID, called phone number, I.P. address, point in time and/or amount of data used.
Source	From our customers, from our carrier counterparties with whom the end user's local operator contracts, or directly from their telecommunications operator.
Purpose	We need the information to be able to deliver our services and to bill our customers for them.
Legitimate Reason	To fulfill our legal obligations as a service provider, and to fulfill the contracts that we have with the telecommunications operator.
Type of Data	Basic information of representatives of our prospective customers, customers, prospective suppliers and suppliers ("Businesses") E.g. Name and contact details.
Source	From the Businesses or their employees.
Purpose	We need to contact the Businesses and their representatives, and to communicate with them when they are interested in or are using our services. We may also contact the Businesses and their representatives to tell them about our new offerings, and to communicate other commercial information. You can opt-out from these non-service related commercial communications at any time.
Legitimate Reason	On our legitimate interest to communicate with the Businesses via their employees in relation to the

	provisioning of services or other commercially relevant purposes.
Type of Data	Basic personal information for marketing information. E.g. Name and contact details.
Source	From members of the public when they sign up for our newsletter or other communications.
Purpose	The purpose for marketing is to make sure that people who are interested can find out about developments in our service offering.
Legitimate Reason	Recipients can unsubscribe from our newsletter at any time and request that their personal data deleted from our marketing system.
Type of Data	Basic personal information provided in online communications
Source	From members of the public when they contact us via online forms available at www.broadbanddynamics.com
Purpose	Businesses and third parties can contact BBD using an online form on our website. We use the data to respond to these queries.
Legitimate Reason	The party requested information from BBD.

4. How long does BBD maintain personal data?

The exact length of time varies from what type of data we're processing and maintaining.

When we have your personal data because you are the contact person for one of our customers or business partners, we keep the data until we hear that it should be changed or deleted.

For personal data that we process for marketing purposes, we send information to those who have indicated they are interested in the information and delete it when we are asked to do so.

5. How we share information

BBD may share your information when we need to with:

- Other carriers and operators when routing Calls.
- Other BBD related companies. Those companies may only use your information for the purposes described in this document.
- Our subcontractors who process your personal data on our behalf. When using subcontractors, we take appropriate care to help ensure that our subcontractors operate in accordance with this policy. Our main subcontractors include:
 - IT service, infrastructure, and support providers, who assist us in offering our carrier and other services.

- Different business tool providers, who help us to manage our billing, customer database, conduct marketing, and offer customer service.

We may also share your information in response to legal processes or authority requests in order to comply with applicable law or court order or in connection with judicial proceedings or other legal processes. We also disclose data to competent authorities (e.g. to the police or emergency services) when required by law.

6. Minors

We do not knowingly collect any information about minors.

7. Controlling the information we collect

You may contact us at compliance@broadbanddynamics.com to see what information we may have about you and to instruct us about how you would like us to correct or delete it. Please include your full name, email address, and phone number in your correspondence

8. Do not track

Our site does not have the ability to recognize and honor Do Not Track (DNT) or similar header information from every browser/user, so we cannot make any guarantee that if you enable DNT signaling, this will prevent our site from collecting information about you. Our site will track your activities.

We may update this policy periodically and we will inform you by posting the updated policy on our website.

The BBD Compliance Committee is responsible for BBD's privacy practices and policies. Should you have any concerns, you may contact them at compliance@broadbanddynamics.com. Please include your full name, email address, and phone number in your correspondence¹.

¹ In compliance with PIPEDA, Canadian consumers who have filed a complaint with BBD's Compliance Committee and are not satisfied may file a complaint with the [Office of the Privacy Commissioner of Canada](#).