



Privacy Policy

Last Updated: March 18, 2025

EpicCyber, Inc. (DBA EpicCyber) respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information under the California Consumer Privacy Act (CCPA), as amended by the California Privacy Rights Act (CPRA). It applies to California residents and outlines your rights regarding your personal information.

1. Information We Collect

We collect personal information that identifies, relates to, or could reasonably be linked with you. In the past 12 months, we have collected the following categories of personal information:

Category	Examples	Collected?
Identifiers	Name, email address, IP address, account ID	Yes
Personal Information (Cal. Civ. Code § 1798.80(e))	Phone number, mailing address	Yes
Protected Classifications	Age, gender	No
Commercial Information	Purchase history	Yes
Internet Activity	Browsing history, search terms, cookies	No
Geolocation Data	Approximate location from IP address	No
Audio/Visual Data	Customer service call recordings	No
Professional Information	Job title, employer	Yes
Inferences	Preferences, interests based on activity	No
Sensitive Personal Information	Precise geolocation, health data	No

Sources of Personal Information

We collect this information from:

- You directly: When you provide it (e.g., filling out forms, creating an account).
- Automatically: Through your use of our website (e.g., forms).
- Third Parties: Such as our technology partners or service providers (when sharing is agreed to and applicable).

2. How We Use Your Information

We use your personal information for the following purposes:

- To provide and improve our services (e.g., fulfilling orders, customer support).
- To personalize your experience (e.g., tailored content or custom service descriptions).
- To communicate with you (e.g., operational updates and transactional information).
- To comply with legal obligations or protect our rights.



3. How We Share Your Information

We may store your personal information in:

- Service Providers: Companies that help us operate (e.g., hosting, CRM, payment processing).
- Legal Authorities: When required by law or to protect our rights.

Sale or Sharing of Personal Information

In the past 12 months, we [have/have not] sold or shared your personal information for cross-context behavioral advertising. “Selling” means transferring your data for monetary value, and “sharing” refers to disclosing it for targeted advertising. If we do, you can opt out (see Section 5).

4. Your California Privacy Rights

As a California resident, you have the following rights under the CCPA/CPRA:

- Right to Know: Request details about the personal information we collect, use, disclose, or sell/share.
- Right to Delete: Request deletion of your personal information, subject to certain exceptions.
- Right to Opt-Out: Opt out of the sale or sharing of your personal information.
- Right to Correct: Request correction of inaccurate personal information.
- Right to Limit: Limit the use of sensitive personal information to specific purposes.
- Right to Non-Discrimination: We won’t discriminate against you (e.g., charge higher prices) for exercising these rights.

How to Exercise Your Rights

To submit a request:

- Email us at: legal@epiccyber.com
- Call us toll-free at: [877.EPIC.778](tel:877.EPIC.778) or [877.374.3778](tel:877.374.3778)

We’ll verify your identity (e.g., by matching provided details to our records) and respond within 45 days, extendable by another 45 days if needed. You may also designate an authorized agent to submit requests on your behalf with proper authorization.

Opt-Out of Sale/Sharing

We do not sell or share your personal information,

5. Retention of Your Information

We retain your personal information only as long as necessary for the purposes outlined above or as required by law.

6. Children’s Privacy

Our services are not directed to individuals under 16. We do not knowingly collect personal information from children under 16. If we learn we have, we’ll delete it promptly.



7. Changes to This Policy

We may update this policy periodically. Material changes will be notified via email or a prominent notice on our website before they take effect. Check the “Last Updated” date above for the latest version.

8. Contact Us

For questions or concerns about this Privacy Policy or your rights:

- Email: legal@epiccyber.com
- Phone: 877.EPIC.778 or 877.374.3778
- Address: EpicCyber, Inc., 1 Belvedere Place, Mill Valley, CA 94941