SalesBound Privacy Policy

Effective date: **November 18, 2026** · Applies to www.salesbound.com

1. Scope and our role

This Privacy Policy explains how SALESBOUND ("SalesBound," "we," "us," or "our") handles personal information. It covers www.salesbound.com and other SalesBound-operated pages that link to this Policy (the "Website"), business inquiries, and our communications with business contacts.

SalesBound handles personal information in two different roles:

- **For ourselves.** We decide how to use information about Website visitors, prospective clients, and client contacts. This Policy governs that information.
- **For client brands.** We provide phone sales, customer support, and related services to business clients. When we handle a brand's customer information to deliver those services, we act as the brand's service provider. The brand decides why and how that information is used, and the brand's privacy policy applies. Sections 5 and 11 explain our part.

This Policy is not consent to receive sales calls, text messages, prerecorded calls, or AI-generated voice calls. Where the law requires consent, it is obtained separately.

This Policy does not cover SalesBound job applicants, employees, or contractors, who receive separate notices where the law requires them.

2. Information we collect

Information you give us. The Website contact form collects your first and last name, company, email address, phone number, and the message you write. If you email, call, or meet with us, we also collect what you choose to share, such as your role and details about your business.

Website and device information. When you visit the Website, our hosting platform automatically collects your IP address, browser and device type, approximate location derived from IP address, pages viewed, referring page, timestamps, and cookie identifiers. See Section 8.

Business relationship information. For prospective and existing clients, we keep business contact details, correspondence, contracts, billing and administrative records, and service requests.

Information handled for client brands. Depending on the program, a client may give us its customers' names and contact details, products purchased, order identifiers, cart contents, transaction amounts, order and payment status, subscription details, customer service history, preferences, and notes. Calls may generate recordings, transcripts, and quality-assurance data.

Health-related information. Some clients operate in health, wellness, supplements, coaching, or telehealth, so order and call information in those programs can be sensitive. We use only what is reasonably necessary for the service the client has authorized. Please do not send medical records or other sensitive personal information through the Website form.

3. Where information comes from

We receive information from:

- you, when you contact us or do business with us;
- the Website, automatically, through our hosting platform;
- our business clients and their ecommerce, CRM, payment, and customer-support systems;
- service providers that help us run the Website and deliver services; and
- public and professional sources of business contact information, used for business development as the law allows.

4. How we use information

We use the information we control to:

- respond to inquiries and evaluate potential partnerships;
- provide, bill for, and manage our client services;
- send business communications, including marketing to business contacts where permitted;
- operate, secure, and improve the Website;
- prevent fraud, abuse, and security incidents; and

- comply with legal obligations and protect our rights and the rights of others.

We use information handled for a client brand only to deliver the services that client has asked for. That includes post-purchase and cart recovery calls, eligible payment recovery, customer support, program enrollment, quality assurance, agent training, and performance reporting. The client's documented instructions and our contract with the client govern those uses, and this Policy does not expand them.

5. Calls, recordings, and AI

Our services are delivered by human agents, supported by telephone systems, call recording and transcription, workflow automation, and AI-assisted tools for training, quality review, and sales support. The tools used vary by client program.

Calls may be recorded or transcribed for quality assurance, training, compliance, and dispute resolution. We record only where the law allows and give the notices or obtain the consents the law requires.

Service providers may host, transmit, transcribe, or help analyze recordings and transcripts on our behalf. We do not sell call recordings or transcripts. We do not permit service providers to use them to train AI models for their own purposes or for other customers, unless the client that owns the data has agreed.

6. Text messaging and outreach

Submitting the Website form does not authorize SalesBound or a client to send you marketing text messages, prerecorded marketing calls, or AI-generated voice calls. Those are sent only with the separate consent the law requires.

We do not sell, rent, or share mobile phone numbers, text messaging opt-in data, or text messaging consent with third parties or affiliates for their marketing or promotional purposes.

7. How we disclose information

We disclose personal information to:

- **Business clients**, when needed to perform the services they have engaged us for;

- **Service providers and contractors** that support website hosting, CRM, telecommunications, data storage, security, payment-related workflows, and AI-enabled tools, under contracts that require confidentiality and limit their use of the information;
- **Professional advisers**, such as lawyers, accountants, and insurers;
- **Government authorities and other parties**, when the law requires it or when needed to protect rights, safety, or property; and
- **Parties to a business transaction**, such as a merger, acquisition, financing, reorganization, or sale of assets, subject to confidentiality protections.

We do not sell personal information. We do not share it for cross-context behavioral advertising or process it for targeted advertising.

8. Cookies and similar technologies

The Website is hosted on Wix. As of the effective date, it uses only the cookies and similar technologies that the Wix platform sets to run the site. These cover session management, security (for example, protection against forged form submissions), page caching, and performance and error monitoring.

The Website does not use third-party advertising cookies or advertising pixels. If we add analytics or advertising tools, we will update this Policy first and offer the choices the law requires.

Your browser lets you block or delete cookies. Blocking essential cookies may stop parts of the Website, such as the contact form, from working.

9. Data retention

We keep personal information only as long as reasonably necessary for the purpose it was collected for. The period depends on:

- whether we still have a relationship with you or your company;
- the client's instructions and our contract, for information handled for a client brand;
- legal, tax, and record-keeping obligations;
- the need to resolve disputes or enforce agreements; and
- the sensitivity of the information.

When information is no longer needed, we delete it, de-identify it, or, where deletion is not yet possible (for example, in backups), restrict its use until it can be deleted. Client data is returned or deleted at the end of an engagement as the client contract provides.

10. Information security

We use administrative, technical, and physical safeguards designed to protect personal information, scaled to its sensitivity. These include access limited by role, confidentiality obligations for staff, and security requirements for service providers. No website, system, or transmission is completely secure. If you believe your information has been misused or compromised, contact us using the details in Section 18.

11. Your privacy rights and choices

Depending on where you live, you may have the right to:

- confirm whether we process your personal information and access it;
- correct inaccurate information;
- delete your information;
- receive a portable copy of information you gave us;
- opt out of the sale of personal information, targeted advertising, and certain profiling (we do not engage in these); and
- not be discriminated against for exercising your rights.

How to make a request. Email **support@salesboundsolutions.com** with your name, the right you want to exercise, and the email address or phone number you used with us. We will verify your identity by matching those details against our records and may ask for more information if needed. An authorized agent may submit a request with proof of your written permission. We respond within the time the law requires, generally 45 days.

Appeals. If we decline your request, you may appeal by replying to our decision within a reasonable time. We will respond to the appeal in writing. If the appeal is denied and you live in Texas, you may contact the Texas Attorney General. Residents of other states may contact their own attorney general.

If a client brand contacted you. If your request concerns a purchase, subscription, or communication from one of our client brands, please contact that brand first, because it controls the information. If your request reaches us, we will pass it to the brand and assist as our contract and the law require.

Marketing choices.

- Email: use the unsubscribe link in any marketing email we send.
- Text: reply STOP to any text message program you joined.
- Calls: tell the agent, or email us, and we will add your number to the applicable do-not-call list.

These choices do not affect transactional or legally required messages.

12. State privacy laws

Privacy laws in Texas, California, and other U.S. states give residents the rights described in Section 11, to the extent those laws apply to SalesBound. We honor valid requests under whichever law applies. Section 13 gives the additional detail California law requires.

13. California notice

This section applies to California residents to the extent the California Consumer Privacy Act (CCPA) applies to SalesBound. It describes the personal information we have collected for our own purposes in the past 12 months.

Category	Examples	Source	Purpose	Disclosed to
Identifiers	Name, email, phone number, IP address	You; the Website	Respond to inquiries, manage client relationships, secure the Website	Service providers
Professional information	Company, role, business details	You; public business sources	Evaluate and manage business relationships	Service providers
Commercial information	Services purchased, contracts, billing records	Clients	Provide and bill for services	Service providers; advisers
Internet activity	Pages viewed, referring page, device and browser data	The Website	Operate, secure, and improve the Website	Website hosting provider

Category	Examples	Source	Purpose	Disclosed to
Approximate location	Location derived from IP address	The Website	Security and site operation	Website hosting provider
Audio and electronic records	Recordings of our own business calls, where recorded	You	Quality and record-keeping	Service providers

We have not sold personal information or shared it for cross-context behavioral advertising in the past 12 months, including that of anyone under 16. We do not use sensitive personal information for purposes that would give rise to a right to limit its use. Retention is described in Section 9.

California residents may request to know, delete, and correct their personal information, and will not be treated differently for doing so. Use the request process in Section 11.

When we handle personal information for a client brand, we act as a service provider under the CCPA and the brand's own notice applies.

14. Health and protected health information

SalesBound does not provide medical advice, diagnosis, or treatment. If we handle protected health information for a HIPAA-covered entity or its business associate, the applicable business associate agreement and HIPAA requirements govern that information. Other consumer health privacy laws may also apply to a client's program, and we follow the client's instructions and our contract in meeting them.

15. International visitors

SalesBound is based in the United States and the Website is directed to businesses in the United States. Information is processed in the United States and in other locations where our service providers operate. Those locations may have different data protection laws from your own.

16. Children

The Website is intended for business audiences. It is not directed to children under 13, and we do not knowingly collect personal information from them. If you believe a child has given us information through the Website, contact us and we will delete it.

17. Updates to this Policy

We may update this Policy as our practices or the law change. We will post the revised version with a new effective date and give additional notice where the law requires it.

18. Contact us

SALESBOUND

Website: https://www.salesbound.com/

Privacy requests and questions: **support@salesboundsolutions.com**