

## PercFab Privacy Policy

Effective Date: 11/18/2025

Company: Perceptive Fabrications, LLC DBA PercFab

Website: [www.percfab.com](http://www.percfab.com)

Contact: [team@percfab.com](mailto:team@percfab.com) | 877-737-2322

### 1. Introduction

Perceptive Fabrications (PercFab) is a telecommunications service provider offering voice and SMS-enabled telephone services under its own brand VoiceCapture through a third-party licensed telecommunications provider. PercFab is committed to protecting the confidentiality, integrity, and security of all personal and business information collected, transmitted, or stored through our systems and services.

This Privacy Policy explains our practices for collecting, using, disclosing, and safeguarding personal information in compliance with the Telephone Consumer Protection Act (TCPA), CTIA Messaging Principles and Best Practices, and other applicable state and federal telecommunications and data privacy laws.

By using our services, you agree to the practices described in this Privacy Policy.

### 2. Information We Collect

#### a. Customer and Account Information

We collect personal and business contact data such as name, company name, address, phone number, and email when you register for services, create an account, or communicate with us.

#### b. Credentials

Account authentication information such as usernames, passwords, and security questions are collected and securely stored using encryption and industry-standard hashing algorithms.

#### c. Billing and Payment Data

PercFab and our third-party payment processors may collect payment details including credit card or bank account information necessary to complete transactions.

#### d. Usage and Traffic Data

We collect non-content usage data for network operations, troubleshooting, and compliance purposes. This includes call detail records (CDRs), message delivery reports, device identifiers, IP addresses, and system logs. We do not store or analyze message content beyond what is required for lawful message delivery, spam prevention, or compliance audits.

e. Location Data

We may collect or infer location information from your billing address, service address, or IP address to comply with regional telecom and tax regulations.

### 3. Use of Information

PercFab uses collected data to:

- Provide, operate, and support our telecommunication services
- Authenticate users and prevent unauthorized access
- Process payments and manage billing
- Ensure compliance with carrier and government regulations
- Investigate and prevent fraud, abuse, and unlawful messaging
- Communicate updates, service notices, or legally required notifications

We do not sell, rent, or lease customer information to third parties.

### 4. SMS Messaging and Consent Compliance

PercFab uses **implied or verbal consent** when a customer:

- Initiates communication to PercFab directly by phone, text message, email, or web form
- Provides their phone number verbally in-person or over the phone
- Responds to a message from PercFab using the same phone number

The customer may initiate contact with PercFab regarding their inquiries. Upon the initial message being received, we send a consent prompt where the customer may opt-in to our messaging program. Customers may opt out at any time by replying:

**STOP, QUIT, END, CANCEL, or UNSUBSCRIBE.**

Opt-out requests are processed immediately and permanently.

### 5. Data Security

We implement administrative, physical, and technical safeguards to protect your data, including:

- Encrypted transmission (TLS/SSL) of all customer data
- Secure storage and restricted access to servers and message logs
- Firewalls and intrusion detection systems
- Regular audits and vulnerability assessments

PercFab follows industry-recognized security standards (NIST/ISO 27001) and ensures all third-party service providers meet comparable protection levels.

## 6. Data Retention and Deletion

We retain records only for as long as necessary to fulfill legal and operational requirements:

- Message logs and delivery data: Retained for up to 12 months for lawful compliance and dispute resolution.
- Customer account data: Retained for the duration of the service agreement and as required by law.
- Opt-out and consent records: Retained as evidence of compliance.

Upon termination of services, PercFab will delete or anonymize personal data in accordance with applicable data protection regulations.

## 7. Third-Party Links and Services

PercFab may provide links to other websites or platforms for convenience. We are not responsible for the content or privacy practices of such external sites. We recommend reviewing their respective privacy policies before providing personal information.

## 8. Disclosure of Information

PercFab may disclose information only:

- To our third-party licensed telecommunications provider(s) for service delivery and number provisioning
- To law enforcement or regulatory authorities when required by law or subpoena
- To vendors or contractors under strict confidentiality agreements
- During audits, mergers, or acquisitions, subject to data protection safeguards

We do not share message content or customer data with advertisers or unrelated third parties.

## 9. Your Rights and Choices

Customers have the right to:

- Access or request correction of personal information
- Withdraw consent for marketing communications
- Request deletion of personal data, subject to legal and operational retention requirements

Requests may be submitted by email to [team@percfab.com](mailto:team@percfab.com) or by calling 877-737-2322.

## 10. Updates to This Policy

PercFab may update this Privacy Policy periodically to reflect regulatory or operational changes. Updated versions will be posted at [www.percfab.com/privacy](http://www.percfab.com/privacy) with a revised effective date.

## 11. Contact Us

If you have questions, concerns, or complaints regarding this policy or our compliance with telecommunications and privacy laws, please contact:



Perceptive Fabrications, LLC (PercFab)

Attn: Compliance Department

Email: [team@percfab.com](mailto:team@percfab.com)

Phone: 877-737-2322

Address: 8987 E Tanque Verde Rd Suite 309-193 Tucson, AZ 85749