

VoltCash App Privacy Policy

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Full Policy

This Privacy Policy describes the types of information we, VoltCash, Inc., collect on the VoltCash App (the “App”), how we use such information, and to whom and under what circumstances we may disclose it. This Privacy Policy applies only to this mobile application and/or website and any other personal information obtained when you call, email, or otherwise communicate with VoltCash, Inc. in relation to your use of the App. By accessing the App on any computer, mobile phone, tablet, or other device or otherwise interacting with us, you agree to the terms of this Privacy Policy. If you do not agree to the policy, please do not use the App.

We work with and share your information with other financial institutions to provide you with our services. It is important for you to be familiar with their privacy policies, which are available at [Central Bank of Kansas City Privacy Policy](#).

We may modify this Privacy Policy at any time and will post the current version on the App. We encourage you to periodically review our Privacy Policy to stay informed about how we are using the information we collect.

Information That We Collect, the Source, Purpose of Collection, and Recipients

We explain here what categories of personal information we have collected, where we got it from, and with whom we have shared it:

Category of Personal Information Collected	Source	Purpose for Collection	Categories of Recipients
Personal information: such as name, address, date of birth, social security number SSN, document (e.g., passport or Mexican consular card) images, document type, mother's last/ maiden name, nationality, occupation, email address, customer opt-ins choices and phone number.	From our customers when they enroll in the App, call us, or otherwise interact with us	To provide our services through the App, communicate with and respond to our customers, including verification of identity, marketing or to meet legal obligations.	We may share this information with select marketing, information technology, or other service providers and partners.
Transaction information: including bank account/debit or credit information and transfer amount.	From our customers when they use the service.	To provide our services.	We may share this information with our service providers and partners.
App usage information: such as your IP address, MAC address or other device identifier, your geolocation, pages and content that you visit on the App, what you click on, the state and country from which you access the App, and date and time of your visit.	Our App and your interactions with the App, including through the use of cookies and other tracking technologies explained further below	To evaluate usage of the App and improve performance and client services; to protect the security and integrity of the App and our business, such as preventing fraud, hacking, and other criminal activity or to meet legal obligations.	Our service providers who help us with fraud protection and App analytics

In some jurisdictions, individuals may have the right to opt-in or withdraw consent for certain uses. If you reside in such jurisdictions, you may have additional rights which are detailed below, "Access, Correction and Deletion."

Information We Collect Automatically

When you visit the App, we may collect certain information from you, including your Internet Protocol (IP) address, MAC address, browser type, operating system, device-identifying information, and the domain name from which you accessed the App. In addition, we may collect information about your browsing behavior, such as the date and time you visit the App, the areas or pages of the App that you visit, the amount of time you spend viewing the App, the number of times you return to the App, and other clickstream data. We may also use non-personal or aggregated information for statistical analysis, research, and other purposes.

Like many commercial websites and mobile applications, we analyze how visitors use our App through what is known as "cookie" technology or similar tracking tools. A cookie is a small text file that is placed on your Device when you access the App and allows us to recognize you each time you visit the App. We may use cookies to: (1) allow you to use the App without having to re-enter your username and password; (2) enhance or personalize your App usage; (3) monitor App usage; (4) manage the App; and (5) improve the App and our products and services. If you choose, you can set your browser to reject cookies, or you can manually delete individual cookies or all of the cookies on your computer by following your browser's help file directions. However, if your browser is set to reject cookies or you manually delete cookies, you may have some trouble accessing and using some of the pages and features that are currently on our App, or that we may put on our App in the future. Note that browser-management tools for cookies are outside of our control, and we cannot guarantee their effectiveness.

We may combine the information we collect through cookies, web beacons, or other technology tools with other information we have collected from you or information from other sources.

Use of Information

We may use the information we collect from and about you for any of the following purposes: (1) to fulfill your requests for our service; (2) to respond to your inquiries; (3) to send you a confirmation email when you use the App; (4) to review App usage and operations; (5) to address problems with the App, our business or our services; (6) to protect the security or integrity of the App and our business; (7) to monitor the App for compliance with our Terms of Use and the law; (8) to contact you with App updates, newsletters and other informational and promotional materials from us and third party marketing offers from our trusted partners, as well as from other companies; and (9) to provide interest-based advertising to you based on the way you browse and shop on the App and other platforms.

All above exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

If you sign up for our mailing list, we will send you informational emails about our services. At any time, you can unsubscribe from our email list simply by clicking the ‘unsubscribe’ button.

If you do not wish to receive communications from us about special offers and promotions, you can opt out of receiving these communications by following the instructions contained in the messages you receive. Even if you opt out of receiving these messages, we reserve the right to send you certain communications relating to the services we provide, and we may send you service announcements and administrative messages. We do not offer you the opportunity to opt out of receiving those communications.

Disclosure of Information

We may disclose information collected from and about you as follows: (1) to our related companies and service providers, to perform a business, professional or technical support function for us; (2) to our marketing partners, advertisers or other third parties, who may contact you with their own offers; (3) as necessary if we believe that there has been a violation of the App Terms of Use or of our rights or the rights of any third party; (4) to respond to legal process (such as a search warrant, subpoena or court order) and provide information to law enforcement agencies or in connection with an investigation on matters related to public safety, as permitted by law, or otherwise as required by law; and (5) in the event that our company or substantially all of its assets are acquired, your personal information may be one of the transferred assets. We may also disclose your personal information with your express consent. We may share aggregate, non-personally identifiable information about App users with third parties.

Please note that if you voluntarily submit any personal information for posting on the App, such as a review or a blog post, the information becomes publicly available and can be collected and used by others, so you should use care before posting information about yourself online.

Access, Correction, & Deletion

We respect your right to access and correct your personal information. You may access your personal information by signing into your account. From there, you can correct or modify your information. You may also exercise your rights, subject to applicable laws, to request that we delete or restrict access to your personal data. We may need to retain it for legally permitted purposes, and this will be explained to you if necessary.

If you need assistance correcting or updating your personal information or would like to request that we delete your personal information, please contact us using the contact information detailed in the “Contact Us” section below.

Retention of Personal Information

Personal information that we collect, access or process will be retained only as long as necessary for the fulfillment of the purposes for which it was collected, unless otherwise provided in agreements between you and VoltCash or as required or authorized by law. Personal information that is no longer required to fulfill the identified purposes will be destroyed, erased or made de-identified.

Security

We maintain reasonable and appropriate measures designed to maintain information we collect in a secure manner. We have taken certain physical, electronic, and administrative steps to safeguard and secure the information we collect from visitors to the App. Even though we follow reasonable procedures to try to protect the information in our possession, no security system is perfect and we cannot promise, and you should not expect, that your information will be secure in all circumstances.

Children

The App is not directed to children, nor do we knowingly collect any personal information from children under the age of thirteen (13) without verifiable parental consent. If you believe that a child has provided personal information to us, please contact us promptly as described below, and we will promptly endeavor to investigate and delete such information from our systems.

Third Party Websites

The App may contain links to third-party websites, such as social media sites like Facebook and Twitter, which may have privacy policies that differ from our own. We are not responsible for the activities and practices that take place on these websites. Accordingly, we recommend that you review the privacy policy posted on any external site before disclosing any personal information. Please contact those websites directly if you have any questions about their privacy policies.

Changes to This Privacy Policy

We may change this privacy policy from time to time, including as required to keep current with rules and regulations, new technologies and security standards. When we do, we will post the change(s) on our App. If we change the policy in a material and retroactive manner, we will provide appropriate notice to you.

Visitors from Outside the United States—Cross-Border Transfer

If you are visiting the App from outside the United States, your information may be transferred to, stored and processed in the United States or other countries in accordance with this

Privacy Policy. The data protection and other applicable laws of the United States or other countries may not be as comprehensive as those laws or regulations in your country or may otherwise differ from the data protection or consumer protection laws in your country. Your information may be available to government authorities under lawful orders and law applicable in such jurisdictions. By using the App and/or providing personal information to us, you consent to transfer of your information to our facilities as described in this Privacy Policy.

Contact Us

If you have questions or concerns about this Privacy Policy or how we collect and use the information of our customers, you can contact us by emailing us at appcustomerservice@voltcash.com, or by postal address at VoltCash, Inc., 1390 Brickell Ave Suite 335, Miami, FL 33131; ATTN: Privacy Request, or by telephone at 1-866-203-8726.

If we need, or are required, to contact you concerning any event that involves your information, we may do so by email, telephone, or mail.