

UmojaCX Privacy Policy

Effective Date: October 9, 2025

At UmojaCX LLC (“Company,” “we,” “our,” or “us”), your privacy and the protection of your personal information are of utmost importance. This Privacy Policy outlines how we collect, use, store, and protect information provided by our clients, agents, and website visitors. By using our services, you consent to the practices described below.

1.

Information We Collect

We may collect the following types of information:

1.1 Personal Information:

- Names, email addresses, phone numbers, mailing addresses
- Payment information (for invoicing and subscription purposes)
- Government-issued identification when required for onboarding

1.2 Business Information:

- Company name, industry, and operational data necessary for service delivery
- User credentials for CRM or customer service platforms

1.3 Usage Data:

- IP addresses, device information, browser type
 - Website activity and usage patterns
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2.

How We Use Your Information

We use the information we collect to:

- Provide, manage, and improve our customer experience services
 - Communicate with clients, agents, and partners regarding service updates and support
 - Process payments and manage subscriptions
 - Ensure compliance with legal and contractual obligations
 - Analyze data to enhance performance, efficiency, and reporting
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3.

Information Sharing and Disclosure

We do not sell or rent your personal information to third parties. We may share information in the following circumstances:

- With Service Providers: Third-party providers that assist us with payment processing, IT services, cloud storage, or other operational needs
 - For Legal Compliance: If required by law, regulation, or legal process
 - In Business Transactions: In the event of a merger, acquisition, or sale of company assets
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4.

Data Storage and Security

- We implement reasonable administrative, technical, and physical safeguards to protect information from unauthorized access, disclosure, or destruction.
- All data is stored on secure servers and protected through encryption where applicable.
- Access to personal and business information is limited to authorized personnel only.

5.

Your Rights

Depending on your location, you may have rights to:

- Access, correct, or delete your personal information
- Restrict or object to certain data processing activities
- Withdraw consent for data collection at any time

To exercise these rights, please contact us at mariahd@umojacx.com.

6.

Cookies and Tracking

- Our website may use cookies and similar technologies to enhance user experience, monitor website usage, and improve functionality.
 - Cookies do not collect personally identifiable information unless you voluntarily provide it.
 - You may disable cookies in your browser, but some website features may not function properly.
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7.

Third-Party Links

- Our website may contain links to third-party websites.
- UmojaCX is not responsible for the privacy practices or content of third-party sites. We encourage users to review the privacy policies of any linked websites.

8.

Data Retention

- Personal and business information is retained only for as long as necessary to provide services, comply with legal obligations, or enforce agreements.
 - Once no longer needed, data is securely deleted or anonymized.
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9.

Children's Privacy

- Our services are not directed to individuals under the age of 18.
 - We do not knowingly collect personal information from minors. If we become aware that personal information of a minor has been collected, we will delete it immediately.
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10.

Changes to This Privacy Policy

- We may update this Privacy Policy from time to time.
 - The updated policy will be posted on our website with a revised effective date.
 - Continued use of our services constitutes acceptance of any updates.
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11.

Contact Information

If you have questions about this Privacy Policy or how your data is handled, please contact us:

UmojaCX LLC

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Email: mariahd@umojacx.com

Phone: 347-978-8038