

BlackCloak Applications Privacy Policy
Last Revised May 8, 2023

BlackCloak, Inc. (“BlackCloak” or “We”), respects your privacy and is committed to protecting it. This Privacy Policy describes the types of practices we employ to collect, use, maintain, protect, and disclose certain information about our customers. This policy applies to information we may collect on our website (www.blackcloak.io), via email and other electronic or telephonic communications with you, and when you or your device interact through the BlackCloak mobile and/or desktop applications (“BlackCloak Applications”). Please see our [Website Privacy Policy](#) for a description of the information we collect and process when you visit our website.

We do not sell, lease, or rent your information to third parties for monetary or other consideration.

Information We Collect That You Provide

We collect the following information for individuals covered by our services that you provide to us through forms, via the BlackCloak Applications, written communication, or while engaging with BlackCloak personnel during the time you are a customer of BlackCloak: name, age, physical address, email address, phone number, types of electronic devices being covered, Internet Protocol (“IP”) addresses and WiFi names for networks, information regarding suspicious events/issues, any other information that you provide BlackCloak.

The BlackCloak Applications, only with your permission during a concierge session, have the ability to share information including pictures, screenshots, videos, phone numbers when calling, and other items of your choosing. The nature of the information collected will depend on the specific issue being addressed during a concierge session.

Information We Collect Through Automatic Data Collection Technologies

As you utilize the BlackCloak Applications, we may use automatic data collection technologies to collect certain information about your equipment including, but not limited to: device type, user name, architecture information (such as number of bits, memory, CPU count, hard drive space), IP addresses, Wi-Fi connection/hotspots, Media Access Control (“MAC”) address, last connection or activity date, whether lock screen is enable/biometrics utilization, whether device encryption is enabled, information on jailbroken devices, network connections, type and version of operating system being utilized, version of application firmware being utilized, whether there are unpatched vulnerabilities, information about applications and their digital signature, usage data, language settings, port details, and information related to suspected viruses or malware on your device, as well as BlackCloak software diagnostic and usage event data. The type of information collected depends on the BlackCloak subscription plan you have chosen.

How We Use the Information We Collect

We use the information collected for the following purposes: (1) to provide you with information, products, or services that you request or have purchased from us; (2) to provide you with cybersecurity and privacy advice and guidance; (3) to conduct product research to improve the product usability and experience; (4) to develop cyber intelligence data and for network and information security purposes; (5) to fulfill any other purpose for which you provide it; (6) to carry out our obligations and enforce rights

arising from any contracts; (7) to notify you about products or services we offer; or (8) for any other purpose to which you consent.

Disclosure of Your Information

We may disclose aggregated, anonymized information about you without restriction.

We may disclose information about you to our subsidiaries and affiliates; to contractors, service providers, and other third parties we use to support our business with whom we have a written agreement; to a buyer or successor in interest resulting from a merger, divestiture, restructuring, reorganization, dissolution or other sale or transfer event; to fulfill the purposes for which you provide it; for other purposes disclosed by us when you provide the information; with your consent; to comply with any court order, law, or legal process, including to respond to any government or regulatory request; to enforce or apply this privacy policy and other agreements, including for billing and collection purposes; if we believe disclosure is necessary or appropriate to protect the rights, property, and safety of BlackCloak, our customers, or others.

Length of Time

We will only keep your personal information for as long as it is necessary for the purposes set out in this privacy policy, unless a longer retention period is required or permitted by law (such as tax, accounting or other legal requirements). When we have no ongoing legitimate business need to process your information, we will either delete or anonymize it, or, if this is not possible (for example, because your information has been stored in backup archives), then we will store your information and isolate it from any further processing until deletion is possible.

California Residents & Minors

California law permits residents of California to request certain details about our disclosure of your personal information to third parties for direct marketing purposes during the immediately preceding calendar year. If you are a California resident and would like to request this information, please contact us at the address listed below.

Parents are responsible for determining whom BlackCloak will protect and on which devices the BlackCloak Applications will be installed, including for those who may be under 13 years of age. As described above, BlackCloak may collect and disclose certain information about a child under 13 years of age that constitutes “personal information,” as that term is defined by the Children’s Online Privacy Protection Rule (“COPPA”). A parent’s consent is required for the collection, use and disclosure of such “personal information,” and such consent is given via the BlackCloak End User License and Services Agreement by a parent at the time of purchase of the BlackCloak services when deciding to cover a child under 13 years of age.

Changes to Privacy Policy

It is our policy to post any changes we make to our privacy policy on the BlackCloak Applications. The date the privacy policy was last revised is identified at the top of the page. You are responsible for periodically visiting the BlackCloak Applications and this privacy policy to check for any changes.

Contact Information

To ask questions or comment about this privacy policy and our privacy practices, contact us at:

BlackCloak, Inc.

Attn: Privacy Officer

7025 CR46A, Ste. 1071, #342

Lake Mary, FL 32746

United States