



Privacy Policy

Last updated: 7 April 2025



1. Introduction

This Privacy Policy outlines how TemperdTEK Inc., a veteran-owned business and the parent company of Telyra, collects, uses, and protects personal information. It applies to all visitors of our websites, customers, and users of our services.

2. Who This Policy Applies To

This policy applies to:

- General visitors of our websites and marketing platforms
- Customers who engage with us for IT, security, and consulting services
- Telyra VoIP/UCaaS users, subject to additional service-specific terms (see Section 6)

3. What Information We Collect

A. From General Website Visitors and Clients

We collect:

- Name
- Phone number
- Email address

This data is only collected when you submit a contact form, subscribe to updates, or initiate business with us.



B. From Telyra UCaaS Service Users

When you use the Telyra platform, we may collect:

- Account and billing details (name, company, email, address)
- Call metadata (time, duration, numbers dialed)
- Voicemail metadata
- Device or endpoint IP address (for troubleshooting/security)

We do not collect or store call audio recordings unless explicitly enabled by the customer.

4. How We Use the Information

- To respond to inquiries and provide support
- To deliver services requested
- To maintain system logs and monitor for abuse (Telyra only)
- To communicate updates, invoices, and service changes

We never sell or lease your data.

5. Data Retention

- General inquiry data is may be retained for up to 12 months unless part of a customer relationship.
- Call metadata from Telyra is stored for a maximum of 30 days, then deleted permanently.



6. Third-Party Services

We use third-party platforms to deliver services (e.g., SkySwitch, Rev.io, QuickBooks). These providers may process data under contract and their own privacy terms.

7. Security

We implement commercially reasonable security measures to protect your data from unauthorized access, disclosure, or loss.

8. Your Rights

You may request to:

- View the data we have on file
- Correct or delete your data
- Opt out of communications at any time

9. Contact Us

If you have questions or privacy requests, contact:

✉ privacy@temperdtek.com