**Privacy Policy for UpScale Operational Solutions, LLC ("UpScale Ops")**

Effective Date: 03/28/2025

At UpScale Operational Solutions, LLC ("UpScale Ops," "UpScale Operators," "we," "our," or "us"), we are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy outlines the types of information we collect, how we use it, and your rights regarding your data.

## **1. Information We Collect**

We may collect and process the following types of personal data:

* **Personal Information:** Name, email address, phone number, business name, and job title when you contact us or fill out a form.
* **Usage Information:** IP address, browser type, operating system, referring URLs, pages viewed, and other analytical data through cookies or similar technologies.
* **Communication Data:** Email content, customer support requests, and interactions with our services.

## **2. How We Use Your Information**

We use your information for the following purposes:

* To provide, deliver, and manage our services
* To communicate with you, respond to inquiries, and send service updates
* To personalize your user experience and tailor content
* To analyze and improve our website performance and service offerings
* To comply with legal obligations and regulatory requirements

## **3. Sharing Your Information**

We do not sell your personal data. We may share your information with trusted third-party service providers who support our operations, such as:

* CRM and email marketing platforms
* Web analytics services
* Payment processors (if applicable)
* Legal or regulatory authorities, when required

All third parties are contractually obligated to handle your data securely and use it only for authorized purposes.

## **4. Data Security**

We implement appropriate technical and organizational measures to safeguard your data from unauthorized access, disclosure, alteration, or destruction. These include encryption, secure servers, and access controls.

## **5. Data Retention**

We retain your personal data only as long as necessary to fulfill the purposes described in this policy or as required by applicable laws and regulations.

## **6. Your Rights**

Depending on your location and applicable data protection laws, you may have the right to:

* Access the personal data we hold about you
* Correct inaccuracies in your personal data
* Request deletion of your data
* Object to or restrict the processing of your data
* Withdraw consent at any time for processing based on consent

To exercise any of these rights, please contact us at: support@upscaleoperators.biz

## **7. Cookies**

Our website uses cookies and similar technologies to enhance user experience and analyze site traffic. You may choose to accept or decline cookies through your browser settings.

## **8. External Links**

Our website may contain links to external sites that are not operated or controlled by us. We are not responsible for the privacy practices or content of these third-party sites.

## **9. Updates to This Policy**

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated "Effective Date."

## **10. Contact Us**

For questions or concerns about this Privacy Policy, please contact us at:

**UpScale Operational Solutions, LLC**5473 Blair Rd Ste 100 #940672   
Dallas, TX 75231  
 Email: support@upscaleoperators.biz

**Accessibility Statement for UpScale Operational Solutions, LLC ("UpScale Ops")**

Effective Date: 03/28/2025

At UpScale Operational Solutions, LLC ("UpScale Ops," "UpScale Operators," "we," or "our"), we are committed to making our website accessible and usable for all individuals, including those with disabilities. We strive to meet or exceed the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards.

## **Our Commitment**

We are actively working to improve accessibility across all our digital platforms. Our efforts include:

* Using semantic HTML for proper screen reader interpretation
* Ensuring adequate color contrast and font legibility
* Adding alternative text for images and visual elements
* Making navigation and forms keyboard-friendly and screen-reader compatible

## **Ongoing Improvements**

We conduct routine audits and usability testing to identify and address accessibility barriers. We are committed to ongoing enhancements to provide an inclusive experience for all visitors.

## **Need Help?**

If you experience difficulty accessing any part of our website or have feedback about accessibility, please reach out to us:

Email: support@upscaleoperators.biz

We will do our best to assist you promptly and provide alternative access to any content or features you need.

Thank you for visiting UpScale Ops. We value every user and are dedicated to making our services inclusive for all.