



Kismet Technologies – Zoom Phone Privacy Policy

Effective date: October 20, 2025

Kismet Technologies (“Kismet,” “we,” “our,” or “us”) is transitioning our telephony service from OpenPhone to Zoom Phone, a cloud communications platform provided by Zoom Video Communications, Inc. This Privacy Policy explains how we collect, use, disclose, and protect personal information when you use Kismet’s phone numbers and calling, voicemail, texting, and related features delivered through Zoom Phone (the “Service”).

This policy applies only to Kismet’s use of Zoom Phone for business communications with our customers, prospective customers, vendors, and other contacts. For other Kismet products or websites, please refer to the privacy notices published on those services.

At a glance

- We use Zoom Phone to make and receive calls and messages.
- Kismet is generally the controller of personal data processed in our use of Zoom Phone; Zoom acts as our processor/service provider, with limited exceptions described in Zoom’s documentation.
- We configure retention, recording, and emergency-calling settings and provide legally required notices where applicable.

1) Who we are & how to contact us

- **Controller:** Kismet Technologies, 7101 TPC Drive, Unit 130, Orlando, FL 32822.
- **Email:** office@kismettechnologies.com

2) The personal information we collect through Zoom Phone

Depending on how you interact with Kismet by phone or SMS/MMS, we may process the following categories of personal information through Zoom Phone:

- **Account & directory data** (e.g., your name, company, role, and business contact details if you share them with us).



- **Call and message content you choose to send to us**, such as audio from calls/voicemail; SMS/MMS text and media; and (if enabled) call recordings and associated transcripts. Zoom defines this as “Customer Content.”
- **Call/SMS metadata** (e.g., calling and called numbers, extension used, caller name if available, date/time, duration, call queue/forward/transfer details).
- **Device and diagnostic information** related to service performance (e.g., quality metrics). Zoom classifies this “Diagnostic Data” and notes it excludes your name, email address, and Customer Content.
- **Contacts you or we sync** into Zoom Phone (e.g., from our corporate directory or CRM integrations you interact with).
- **Emergency (E911) location information** and associated network identifiers only to facilitate emergency services, if enabled (see Section 7).

Admin access: Kismet account owners and administrators can access call logs and, where enabled, call recordings and voicemails for business and compliance purposes.

3) How we use personal information

We use the information described above to:

- Provide and operate the Service (making/receiving calls and messages, routing, queues, voicemail, call recording if enabled, caller ID, spam filtering, etc.).
- Respond to inquiries and provide customer support.
- Manage our relationship with you (e.g., billing, account administration, communications about service changes).
- Monitor for abuse/fraud, secure our systems, and troubleshoot issues.
- Comply with legal obligations (including telecom, tax, and emergency services laws).
- Improve our communications processes (for example, aggregate analytics about call volumes and response times).

Zoom processes data on Kismet’s instructions as our processor/service provider to deliver the Service. Zoom may act as an independent controller only for a narrow set of



business purposes described in its data processing terms (e.g., billing and legal compliance).

4) Lawful bases (EEA/UK)

Where GDPR/UK GDPR applies, our legal bases typically include: contract (to provide requested communications), legitimate interests (e.g., to secure the service and respond to inquiries), legal obligation (e.g., emergency calling, recordkeeping), and consent where required (e.g., for certain call recordings or specific marketing SMS). We provide in-call/voicemail notices where recording is enabled and follow applicable two-party/one-party consent laws.

5) Call recording, voicemail, and SMS/MMS

- **Recording:** We may enable call recording on certain numbers/queues for quality, training, or compliance. Where we do so, Zoom provides an on-screen/aural indicator; if you do not consent to recording, you can opt not to continue the call.
 - **Voicemail:** If you leave us a voicemail, we will receive the audio and any transcript if transcription is enabled.
 - **SMS/MMS:** If you text us, we receive the message content and associated metadata. Where applicable (e.g., US/Canada 10DLC), campaign registration details are shared with mobile carriers for compliance.
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6) How we share information

We disclose personal information only as described below:

- **Zoom (service provider/processor):** We share data with Zoom to operate Zoom Phone under Zoom's Global Data Processing Addendum and privacy documentation.
- **Telecommunications carriers:** PSTN calling requires carriers. If Kismet uses Zoom's calling plans, Zoom uses underlying providers to connect calls. If Kismet uses "Bring Your Own Carrier," our designated carrier provides the regulated telecom services and handles telecom regulatory compliance.



- **Emergency services:** When an emergency number is dialed, your emergency address and relevant data may be shared with the Public Safety Answering Point (PSAP) and, if configured, Kismet's internal safety team.
- **Integrations and vendors:** If we connect Zoom Phone with approved business systems (e.g., CRM), call events may sync to those systems you interact with (for example, Monday).
- **Subprocessors engaged by Zoom:** Zoom publishes its authorized subprocessors and affiliates.
- **Legal, safety, and business transfers:** We may disclose information to comply with law or enforce our rights, or as part of a merger, acquisition, or similar event.

We **do not** sell, or share Zoom Phone personal information for cross-context behavioral advertising. (Zoom states it does not sell personal data in the conventional sense; its advertising-related cookies relate to Zoom websites, not your Zoom Phone call content.)

7) Emergency calling (E911) and location

If Kismet enables Nomadic Emergency Services, Zoom Phone may request location permission or collect network identifiers (such as IP address or Wi-Fi access point identifiers) to associate a dispatchable emergency address with your device/location. This information is used solely to help route emergency calls and assist first responders and may be shared with the PSAP and our internal safety team when you place an emergency call.

Important limitations: VoIP 911 service can be impacted by internet outages, power failures, device settings, or network configuration. Zoom's 911 Customer Notification explains these differences from traditional telephony.

8) International transfers & where data is stored

Zoom Phone routes traffic through its global infrastructure. By default, certain data types (e.g., Customer Content like call recordings/voicemails and their transcripts) are stored in the United States; customers may choose among specific countries for storage of certain Customer Content, while other categories (e.g., account/diagnostic data) may remain in the U.S. PSTN traffic is routed by carriers and is not selectable by country.



Where personal data is transferred internationally, we rely on appropriate safeguards (such as Standard Contractual Clauses) as described in Zoom’s privacy documentation and DPA.

9) Data retention

Kismet configures retention periods in Zoom Phone. By default (subject to our configuration), Zoom provides retention controls that allow account owners/admins to set how long to keep call logs, voicemails, recordings, SMS/MMS, and related items and to auto-delete after the selected period. Zoom currently documents a default 180-day retention, adjustable within defined ranges per data type. We may keep certain limited records (e.g., invoices/charge reports) longer to meet legal, tax, or compliance obligations.

If you need Kismet’s current, exact retention settings for a particular number, queue, or mailbox, contact us using the details above.

10) Security

We implement technical and organizational measures appropriate to the risk (access controls, least-privilege administration, encryption in transit, logging, and monitoring). Zoom describes its security controls and certifications on its Trust pages and technical documentation; we evaluate these as part of our vendor oversight.

11) Your privacy choices and rights

Depending on your location, you may have rights to access, correct, delete, object, restrict processing, or port personal information we hold about you. You may also have the right to opt out of certain processing (e.g., targeted advertising or “sale” under U.S. state laws—Kismet does not sell, or share Zoom Phone personal information for those purposes).

- **Exercising rights:** Contact us at the email above. We will verify your request and respond within the timeframe required by applicable law. Authorized agents may submit requests where permitted.
- **Recording choices:** If we notify you a call is being recorded, you may choose not to continue the call.



- **SMS/MMS:** You can opt out of marketing texts by replying STOP (or as instructed in the message). Transactional texts related to your existing relationship may still be sent.
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12) Children

Kismet's Zoom Phone numbers are for business communications and not directed to children. If you believe a child has provided us personal information via this Service, contact us and we will take appropriate steps.

13) Changes to this policy

We may update this policy from time to time. The "Effective date" above shows when the latest changes took effect. If material changes affect how we use your information in Zoom Phone, we will provide appropriate notice.

14) Third-party privacy information (Zoom)

Zoom publishes product-specific privacy information, including Zoom Privacy Statement, the Zoom Phone Privacy Data Sheet, emergency-calling notices, data location/residency information, and a list of authorized subprocessors. These documents explain how Zoom processes data as our processor and, in limited circumstances, as its own controller (e.g., billing, legal compliance).

Notes about the transition from OpenPhone

As we complete our transition, communications sent or received before the Effective date above may have been processed by our prior provider and governed by our then-current policy. Communications on or after the Effective date are processed through Zoom Phone and governed by this policy.



Questions?

Please reach out to office@kismettechnologies.com (subject line: "Zoom Phone Privacy") or write to 7101 TPC Drive, Unit 130, Orlando, FL 32822.

Document version: v1.0 (for Zoom Phone)

References:

Zoom Phone Privacy Data Sheet (personal data categories, admin access, location for emergency; data storage/residency).

Zoom Global Data Processing Addendum (roles as controller/processor). ([Zoom Media](#))

Zoom support – Retention policies for Zoom Phone. ([Zoom](#))

Zoom support – Managing emergency locations & addresses (PSAP/internal safety team sharing). ([Zoom](#))

Zoom Terms of Service (recording responsibilities and notices). ([Zoom](#))

Zoom Third-Party Subprocessors & Affiliates. ([Zoom](#))

This policy is intended to provide clear, accurate information about our use of Zoom Phone and does not constitute legal advice. Kismet's obligations and Zoom's obligations are also governed by our agreements with Zoom and applicable law.