

Privacy Policy

Effective Date: May 26, 2026

ERO Cyber Security ("ECS," "we," "us," or "our") recognizes that protecting the privacy and security of personal information is an important responsibility. This Privacy Policy describes how we collect, use, share, and protect personal information across our services, website (<https://erocybersecurity.com>), and business operations. It also describes your rights regarding your personal information and how to exercise them.

This policy covers personal information we collect through all channels, including our website, telephone, email, and through the services we provide to customers and business partners.

This policy will notify you of the following:

- What personal information we collect and how we collect it;
- How we use your information;
- With whom we share your information;
- How your information is secured;
- Your rights to access, correct, and delete your information;
- Our use of cookies and similar technologies;
- Our use of third-party tools and AI-assisted services;
- How policy changes will be communicated; and
- How to contact us.

1. Information We Collect

We collect personal information in the following ways:

Information You Provide Directly

When you interact with us, purchase or inquire about our products and services, or contact us for support, we may collect personal information including:

- Contact information such as name, mailing address, email address, and telephone number;
- Financial and tax-related information necessary to provide our services, such as tax identification numbers, income information, and tax filing history;
- Payment information, including credit card or banking details used for billing purposes;
- Account credentials if you create an online account with us; and
- Any other information you choose to provide in communications with us.

Information Collected Automatically

When you visit our website, we may automatically collect certain technical information, including:

- IP address and approximate geographic location;
- Browser type, device type, and operating system;
- Pages viewed, links clicked, and time spent on the site;
- Referring URLs; and
- Error messages and diagnostic data.

Information Received from Third Parties

We may receive personal information from third parties who are authorized to provide it to us. This includes information received from our network of tax professionals, resellers, or business partners who refer customers to ECS or who administer our products on behalf of their clients. We handle such information in accordance with this policy and any applicable contractual obligations.

2. How We Use Your Information

We use personal information we collect for the following purposes:

- To provide, administer, and fulfill our tax protection and warranty products and services;
- To process payments and manage billing;
- To communicate with you about your account, services, and requests;
- To respond to inquiries, support requests, or complaints;
- To comply with legal obligations, including responding to lawful governmental or regulatory requests;
- To detect, prevent, and investigate fraud or security incidents;
- To improve our website, products, and services; and
- For other purposes with your consent or as permitted by law.

We will not use your personal information for purposes that are incompatible with those described in this policy without first providing you notice and, where required, obtaining your consent.

3. Disclosure of Information

We do not sell personal information about our customers.

We may share your personal information with the following categories of recipients, as necessary to operate our business and provide our services:

Service Providers

We engage third-party companies and individuals to perform services on our behalf, such as payment processing, data storage, customer communications, and IT support. These service providers are permitted to use your information only as necessary to provide services to us and are contractually

required to maintain appropriate safeguards for your information.

AI-Assisted Tools and Platforms

We use AI-powered tools and platforms to support internal business operations, including tasks such as document analysis, communications drafting, and operational workflows. These tools are provided by third-party vendors under binding data processing agreements that:

- Prohibit the vendor from using your information for their own purposes, including AI model training;
- Require the vendor to process your information only on our documented instructions; and
- Require appropriate technical and organizational security measures to protect your information.

Financial Institutions and Billing Partners

We may share information with financial institutions or payment processors as necessary to process transactions and provide billing services.

Business Partners

We may partner with other companies to offer specific products or services. In those cases, we will share only the information necessary for the partner to provide those services. Such partners are not permitted to use your personal information for any purpose beyond performing services for us or with you.

Authorized Recipients

We may share your information with individuals or entities you have specifically authorized to receive it.

Legal Requirements

We may disclose personal information where required or permitted by law, including to comply with a subpoena, court order, legal process, or governmental request, or to protect the rights, property, or safety of ECS, our customers, or others.

4. Data Retention

We retain personal information for as long as necessary to fulfill the purposes described in this policy, to provide our services, and to comply with our legal and regulatory obligations. When personal information is no longer required, we securely delete or anonymize it in accordance with our internal data retention practices.

If you request deletion of your information, we will honor that request to the extent permitted by law. Certain information may be retained for longer periods where required for legal, regulatory, or dispute resolution purposes.

5. Your Rights and Choices

You may contact us at any time to exercise the following rights with respect to your personal information:

- **Access:** Request a copy of the personal information we hold about you;
- **Correction:** Request that we correct inaccurate or incomplete information;
- **Deletion:** Request that we delete your personal information, subject to applicable legal requirements;
- **Opt-Out of Communications:** Opt out of receiving marketing or promotional communications from us at any time; and
- **Concerns:** Raise any concern you have about our use of your information.

To exercise any of these rights, please contact us using the contact information at the end of this policy. We will respond to your request within a reasonable time and in accordance with applicable law. We may need to verify your identity before processing certain requests.

If you are a resident of a U.S. state with applicable consumer privacy rights (such as California, Virginia, Colorado, Texas, or others), you may have additional rights under the laws of your state. Please contact us for more information.

6. Security

We maintain physical, electronic, and procedural safeguards designed to protect personal information against unauthorized access, disclosure, alteration, or destruction, in compliance with applicable Federal and State laws.

Our security measures include:

- Encryption of sensitive information transmitted online and, where appropriate, at rest;
- Access controls limiting employee access to personal information to those who need it to perform their job responsibilities;
- Secure, monitored environments for servers and systems storing personal information;
- Regular security monitoring, vulnerability assessments, and anti-malware protections; and
- Multi-factor authentication and strict password policies for system access.

While we take reasonable steps to protect your information, no security system is impenetrable. In the event of a data breach affecting your personal information, we will notify you in accordance with applicable law.

7. Cookies and Tracking Technologies

We use cookies and similar tracking technologies on our website to enhance your experience and support site functionality.

What Are Cookies?

A cookie is a small data file stored on your device when you visit a website. Cookies help us recognize returning visitors, remember your preferences, and understand how our site is used.

Types of Cookies We Use

- **Essential Cookies:** Required for basic site functionality, such as maintaining your session;
- **Analytics Cookies:** Help us understand how visitors use our site (e.g., pages visited, traffic sources). We may use third-party analytics services such as Google Analytics for this purpose; and
- **Preference Cookies:** Remember your settings and preferences to improve your experience.

Your Cookie Choices

Most browsers allow you to control cookies through browser settings, including blocking or deleting cookies. Please note that disabling certain cookies may affect the functionality of our website. You may also opt out of certain analytics tracking by visiting the relevant third-party provider's opt-out page (e.g., Google Analytics opt-out).

8. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those sites. We encourage you to review the privacy policies of any third-party site you visit.

9. Surveys and Contests

From time to time, we may request information through voluntary surveys or contests. Participation is entirely optional. Information collected through surveys or contests will be used only for the purposes stated at the time of collection, such as notifying winners or improving our services.

10. Changes to This Policy

ERO Cyber Security reserves the right to update this Privacy Policy at any time. If we make material changes, we will provide notice on our website or through another appropriate communication channel prior to the effective date of the change, when possible. The updated policy will be identified by a new effective date at the top of this document.

We encourage you to review this policy periodically to stay informed about how we protect your information.

11. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us at:

ERO Cyber Security

P.O. Box 24279
Winston-Salem, NC 27114
Phone: (866) 942-8348
Website: <https://erocybersecurity.com>

We will respond to privacy-related inquiries within a reasonable timeframe and in accordance with applicable law.