

February 24, 2025

Welcome to the Protocall Services, Inc. Privacy Policy (“Policy”). Please read this Policy carefully because it governs how we collect, use, share and protect your personal information when you use our website, mobile applications and other online services such as text and chat. If you download, install, access, or use our websites including protocallservices.com, welltrack.com, welltrack-boost.com, welltrack-connect.com, nmcrisisline.com, and our mobile applications Welltrack Boost™ and NM Connect, our New Mexico Crisis and Access Line (NMCAL), New Mexico Peer to Peer Warmline, other branded services managed by Protocall Services, Inc. or any Protocall Services, Inc. authorized third party service (our “Services”), you will be immediately bound by this Policy. “You” “your”, “yours”, or “user” may be used in these Terms meaning the user of the Service; “we,” “us” and “our” refers to Protocall Services, Inc. Terms of Use for each type of Service you use are available on our websites, mobile applications and other online services.

Who is Covered Under this Policy?

This Policy applies to any party who is 13 years of age or older and who downloads, installs, accesses, or uses our Services or accepts our Terms of Use (“Terms”). This Policy will apply and specify how we use such information. We must have one-to-one consent from you, the individual. If we cannot have that relationship with consent, you may not use the Service.

What Information is Collected, Stored, Used, or Transferred?

We may collect, store, use, or transfer the following Personal Information (the “Personal Information”) we receive from you or third parties:

- personally identifiable information including but not limited to your name, physical address, email address, and telephone number.
- demographic data including but not limited to sex, gender, and birthdate;
- health information including medical information and admissions;
- insurance information;
- financial details from any payment cards you submit to our Services or any transactions or payments you may complete or attempt to complete in or through our Services;
- geolocation data including but not limited to your internet service provider (“ISP”) and internet protocol (“IP”) addresses;
- device information including but not limited to brand, type, serial number, software, and carrier;
- personal preference information including but not limited to browser type, language preference, referred sites, web beacons, and user cookies; and
- information about your access and use of our Services including but not limited to what you access and the date, time and duration of your access.
- Account credential information such as username, password and security questions.
- Use information about your interactions with our Services, such as browsing history, search queries, and content viewed.
- Social media information you provide to us when you connect to our Services through social media platforms or send links of any kind.

All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

How Is This Information Protected?

We will only disclose your Personal Information to communicate with you, update you, send notifications, personalize your experience, respond to your requests or feedback, protect your safety or the safety of others against risk of serious mental or physical harm, or comply with applicable law or any government order. We will not disclose your information for sale nor will any telecommunications

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carrier used in the course of providing Services. You will be informed in the event we use a third-party translation service provider who assist us in providing our Services.

We will only permit the transfer of your Personal Information across international borders if we can ensure the transfer conforms with standards of the European Union General Data Protection Regulation (“GDPR”).

We may send you feedback requests about our Services unless you opt out.

What Does This Policy Not Cover?

This Policy does not cover the privacy practices of third parties and does not protect Personal Information collected, stored, or used by third parties. We are not responsible for third-party content available in or through our Services including links to or advertisements for any third-party products or services.

How Can I Access, Update, Correct, Port, Opt-Out, or Delete My Personal Information?

To access, update, receive, correct, port, opt-out or delete your Personal Information, you may submit a request to the contact e-mail address below. We cannot guarantee how quickly your request will be fulfilled or the extent to which your request can be fulfilled. If you request to have your Personal Information deleted, we will only retain the minimum necessary Personal Information to provide or improve our Services, respond to your requests or feedback, protect your safety or the safety of others against risk of serious mental or physical harm, protect our rights, or comply with applicable law or any government order. If you ask us for a copy of your data, we will do our best to provide it to you in a portable format to the extent it is commercially reasonable.

Email: info@protocallservices.com

What happens if my Personal Information is Breached?

If we discover that your Personal Information has been breached by an unauthorized third party, we will take commercially reasonable steps to notify you in or through our Services, by e-mail or as otherwise required by law. We take reasonable measures to protect your information from unauthorized access, use, or disclosure

What else do I need to know?

We may modify this Policy at any time and any modification will have immediate effect. If this Policy is modified, we will take commercially reasonable steps to notify you in or through our Services or by e-mail. If you do not agree to the modified Policy, you may not access our services.

What if we update this Policy?

We may update this Policy from time to time. We will notify you of any material changes by posting the updated policy on our website. Your continued use of the Services is acceptance of the new or modified terms of our Policy.

BY USING OR CONTINUING TO USE THE SERVICES YOU GIVE CONSENT TO PROTOCALL SERVICES, INC. TO USE THE DATA AS DESCRIBED ABOVE.

Contact Us

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If you have any questions about this Privacy Policy or feedback, please contact us at:
info@protocallservices.com