

Privacy Policy for CAYS Inc. Mobile Notary Services

Last Updated: November 4, 2024

1. Introduction

CAYS Inc. (“CAYS,” “we,” “us,” or “our”) is committed to protecting the privacy and confidentiality of our clients and all users who visit our website or engage with our services. This Privacy Policy is intended to inform you about how we collect, use, disclose, and protect your personal information when you interact with us. We recognize the importance of protecting your personal information in compliance with Texas privacy laws and other applicable standards, and we strive to uphold the highest standards of transparency and data protection.

This policy applies to all information collected by CAYS Inc. through various channels, including our website, phone interactions, and direct engagement for notarial services. Please read this Privacy Policy thoroughly to understand our data practices and your rights regarding your personal information. By accessing our website or using our services, you accept and agree to the terms outlined here. If you have any questions, concerns, or requests regarding this Privacy Policy, please reach out to us at info@caysinc.com or call us at 726-239-2202.

2. Information We Collect

CAYS Inc. collects various types of information to ensure that we can effectively provide notarial services and maintain compliance with Texas regulations. The information we collect falls into several categories, including personal information, sensitive data, and automatically collected information. Below, we detail the types of data collected and the reasons for its collection.

Personal Information

When you interact with CAYS Inc., we may collect the following personal information:

- **Full Legal Name:** Required to confirm the identity of individuals utilizing our services, particularly for notarial acts.
- **Contact Information:** This includes your phone number, email address, and postal address, allowing us to communicate essential details regarding appointments, updates, and service-related inquiries.
- **Identification Information:** For notarial purposes, Texas law requires that we verify your identity using government-issued identification. This may include data from driver’s licenses, passports, or other legal forms of ID, which we record in our notarial journal as required by Texas law.
- **Employment Information:** If we provide employment-related services such as I-9 verification, we may collect necessary employment details to fulfill legal obligations.

- **SMS Privacy**

Phone numbers collected with SMS consent are used solely for essential service-related communications, such as appointment reminders, service updates, and notifications necessary to fulfill your engagement with CAYS Inc. Under no circumstances will we sell, rent, or share your phone number or SMS consent with third parties, affiliates, or external entities for marketing or promotional purposes. We are committed to safeguarding your contact information, ensuring it is handled with the utmost confidentiality and exclusively utilized for service interactions directly related to your experience with us.

Information Required for Notarial Acts

As a provider of notarial services, CAYS Inc. is legally mandated to collect certain information specific to each notarial act. This may include:

- **Document Details:** Information regarding the type of document being notarized (e.g., affidavit, deed, legal contract). We may record the document's title, purpose, and relevant parties.
- **Verification Details:** For the purpose of legally compliant notarization, we collect details related to verification, such as government-issued ID numbers and other personal identifiers.
- **Notarial Journal Entries:** Texas law requires that notaries maintain a journal of all notarial acts. This journal includes entries such as the date and time of notarization, type of document, name of the signatory, and a record of the identification used for verification.

Sensitive Data

When necessary to complete a notarial act, we may handle sensitive information such as Social Security numbers, financial records, or immigration documents. We take extra precautions to secure this sensitive data, ensuring compliance with privacy standards and Texas notary laws. Sensitive information is stored securely, accessible only by authorized personnel, and retained only for the legally required period.

Automatically Collected Information

To improve user experience and ensure the security of our website, we collect certain information automatically when you visit our site. This may include:

- **IP Address:** Used to help identify your location, monitor for security issues, and improve our website's functionality.
- **Device and Browser Information:** Including browser type, device type, operating system, and screen resolution, which helps us optimize our site for various user experiences.
- **Usage Data:** Information about how you interact with our website, such as pages visited, time spent on each page, and the links you click. This data helps us understand usage patterns and make improvements.

Children's Data

Our services are intended for individuals over the age of 18. CAYS Inc. does not knowingly collect or process personal data from children under 18. If we become aware of inadvertent data collection from a minor, we will take immediate steps to delete the information from our records. We encourage parents and guardians to monitor children's online activities and guide them to use services that respect their privacy.

3. How We Use Your Information

CAYS Inc. uses the information collected to provide, enhance, and support our notarial services while adhering to all relevant privacy laws. Each type of information is collected for specific purposes, which we outline below in greater detail to clarify our data practices.

- **Providing Notarial and Related Services:** We use your personal and identification information to confirm your identity and complete notarial acts in compliance with Texas notary regulations. For example, information recorded in our notarial journal helps us establish a reliable record for each notarization.
 - **Client Communication:** We may use your contact information to communicate with you regarding service confirmations, updates, reminders, and general inquiries related to your appointments or engagements with CAYS Inc.
 - **Legal Compliance and Verification:** As a notary provider, CAYS Inc. adheres to strict legal requirements that necessitate certain data collection and record-keeping. Personal information and journal records help us comply with regulatory obligations and may be disclosed to regulatory authorities if required by law.
 - **Data Analysis and Service Improvement:** We analyze usage data from our website to better understand visitor interactions and improve site functionality, content relevance, and overall user experience. This may include optimizing our website for various devices or implementing new features based on user feedback.
 - **Customer Support:** Your contact information and service details may be used by our customer support team to address inquiries, resolve issues, and gather feedback to ensure we meet your needs effectively.
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4. Sharing Your Information

CAYS Inc. values your privacy and maintains a policy of minimal information sharing, restricted to specific circumstances outlined below.

With Service Providers

To facilitate our services, we may engage third-party vendors who assist with essential functions, such as website hosting, payment processing, and data analytics. These providers are contractually required to uphold the confidentiality and security of your data and are prohibited from using your information for any purpose outside of providing services to CAYS Inc.

With Regulatory Authorities

As a Texas-based notary service provider, CAYS Inc. complies with state and federal regulations governing notarial records. In cases where regulatory authorities request access to our notarial journal or related documentation, we may be legally obligated to disclose this information. This ensures adherence to state laws while maintaining transparency and accountability.

Legal Requirements

CAYS Inc. may disclose personal information in response to legal obligations, such as subpoenas, court orders, or other lawful requests by public authorities. Additionally, if we believe in good faith that disclosure is necessary to protect our rights, ensure public safety, or prevent harm, we may share your information with law enforcement or other relevant parties.

Business Transfers

In the event of a corporate transaction, such as a merger, acquisition, or sale of assets, CAYS Inc. may transfer personal information to the involved parties. Should this occur, affected users will be notified, and the information will remain subject to the terms of this Privacy Policy.

5. Data Security

CAYS Inc. prioritizes the security of your personal information and employs a comprehensive suite of administrative, technical, and physical safeguards to protect against unauthorized access, use, alteration, and disclosure. Our security measures include:

- **Encryption:** Sensitive data transmitted through our website or internal systems is encrypted using industry-standard protocols, ensuring that your information remains private during transmission.
- **Access Control:** Access to personal information is restricted to authorized personnel who require it for legitimate business purposes. Each authorized user undergoes training on data privacy and security.
- **Secure Storage:** Personal information, including notarial records, is stored in secure facilities with restricted access and is only accessible to CAYS Inc. employees or contractors with verified credentials and clearance.

Despite our efforts to secure your information, no method of transmission over the internet or electronic storage is completely secure. Therefore, while we strive to protect your data with reasonable safeguards, we cannot guarantee its absolute security.

6. Retention of Your Information

CAYS Inc. is committed to retaining personal information only for as long as is necessary to fulfill the purposes for which it was collected and to comply with legal, accounting, and regulatory obligations. Our retention practices are designed to balance the need to preserve accurate records while respecting your privacy and adhering to Texas notarial laws. Below is a detailed explanation of our retention policies and practices.

Retention of Notarial Records

Under Texas notary law, we are required to retain certain records of notarial acts for a specified period. This includes:

- **Notarial Journal Entries:** As mandated by law, notarial records must be stored for at least the duration specified by the Texas Secretary of State. Each journal entry contains details about the act performed, the date and time, the type of document notarized, and identification details of the signer(s).
- **Identification Copies:** In some instances, we may retain copies of government-issued IDs or other identifying information for verification purposes as required by law.

Once the retention period expires, we securely dispose of records in compliance with data disposal laws and industry standards, ensuring that any personally identifiable information (PII) is rendered unrecoverable.

Retention of Contact and Transactional Information

Apart from notarial records, other information we collect, such as contact details or transactional information, is retained only as long as needed to provide ongoing support or fulfill our contractual obligations. For example:

- **Customer Service Records:** We may retain customer inquiries and support records for up to five years to enhance future interactions, manage client relationships, and improve service quality.
- **Billing and Payment Information:** For clients who engage in paid services, we may retain billing information for up to seven years to meet financial reporting requirements and comply with tax laws.

Data Disposal and Deletion Requests

At the conclusion of a retention period or upon request, we implement industry-standard data disposal techniques to permanently delete or anonymize personal information. This may involve physical destruction for paper records or data wiping for electronic files. In cases where deletion conflicts with legal requirements, such as the need to retain notarial records, we will inform you of our compliance obligations and explain why certain data cannot be removed.

To request deletion of your information, please contact us at info@caysinc.com or 726-239-2202, specifying the data you would like removed. We will review your request and confirm completion or provide reasons for any exceptions.

7. Your Rights Under Texas Privacy Laws

As a resident of Texas or user of CAYS Inc. services, you have specific rights related to your personal data under Texas privacy regulations. We are dedicated to helping you exercise these rights in a straightforward and accessible manner. Below is a comprehensive overview of the rights available to you and the procedures for making requests.

Right to Access

You have the right to request access to personal data we hold about you. This includes information such as:

- The categories of data we have collected.
- The purposes for which the data is used.
- Any third parties with whom we have shared your data.

Upon request, we will provide a copy of your data in an accessible format within the legally mandated timeframe. Access requests can be made by contacting us, and we may ask for verification of your identity to prevent unauthorized disclosure.

Right to Correction

If you believe that personal data we hold is inaccurate or incomplete, you have the right to request correction. We will verify the corrected information and update our records accordingly. Requests for data correction may require supporting documentation to ensure accuracy.

Right to Deletion

Under certain conditions, you may request the deletion of personal information we hold. However, this right is subject to legal exceptions, particularly regarding notarial records, which must be retained as per Texas law. If deletion is not feasible due to legal obligations, we will explain the reasons and discuss any possible alternatives, such as restricting data access.

Right to Data Portability

If you wish to transfer your data to another service provider, you may request a copy of your personal information in a structured, commonly used, machine-readable format. We will make every effort to accommodate such requests, provided they do not conflict with Texas privacy regulations or notarial retention requirements.

How to Exercise Your Rights

To exercise your rights under Texas privacy laws, please contact CAYS Inc. at info@caysinc.com or by phone at 726-239-2202. We are committed to responding to your request within the legally required timeframes. In certain cases, we may ask for additional information to verify your identity before proceeding with your request.

8. Use of Cookies and Tracking Technologies

CAYS Inc. uses cookies and other tracking technologies on our website to improve user experience, monitor site performance, and support our marketing efforts. This section explains the types of tracking technologies we employ, their purposes, and your options for managing cookies.

What Are Cookies?

Cookies are small text files placed on your device by websites you visit. They help store preferences, enable specific site functionality, and gather data about your interactions. Cookies used by CAYS Inc. include:

- **Essential Cookies:** Necessary for the operation of our website, these cookies allow you to navigate our site and access core features.
- **Performance and Analytics Cookies:** These cookies collect information about site usage, such as pages visited and time spent. This data helps us optimize our content and user experience.
- **Marketing Cookies:** Used to personalize advertisements and promotions, these cookies may be set by third parties with whom we work. They allow us to show you relevant ads based on your browsing history and preferences.

Managing Cookies

You can manage your cookie preferences through browser settings or opt-out options on our website. Most browsers allow you to refuse or accept cookies, delete existing cookies, and receive notifications when a new cookie is set. Please note that disabling certain cookies may affect website functionality and user experience.

Third-Party Tracking Technologies

In addition to our own cookies, we may work with third-party partners to deliver targeted ads or gather analytics. These third parties may use their own tracking technologies to collect information about your online activities. We do not control these third-party tracking technologies, and their use is subject to their own privacy policies. We encourage you to review the privacy policies of any third-party services that may interact with our website.

For more information about our use of cookies and your choices, please contact us at info@caysinc.com.

9. Updates to This Privacy Policy

CAYS Inc. reserves the right to modify this Privacy Policy at any time to reflect changes in our data practices, legal requirements, or industry standards. When we make updates, we will post the revised policy on our website with an updated “Last Updated” date.

How We Notify You of Changes

Significant changes to this Privacy Policy will be communicated through prominent notices on our website or directly via email if you have provided your contact details. We encourage you to periodically review this page to stay informed about our latest privacy practices.

Your continued use of our services after any updates to this Privacy Policy constitutes acceptance of the revised terms. If you do not agree with any changes, you are encouraged to discontinue use of our services and contact us to address any concerns.

10. Contact Us

If you have any questions, comments, or requests related to this Privacy Policy or our data practices, please do not hesitate to reach out to us. We are committed to addressing any concerns and providing additional information to help you understand your rights and our privacy practices.

- **Email:** info@caysinc.com
- **Phone:** 726-239-2202



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MOBILE NOTARY SERVICES
