Edúcate y Prospera

Privacy Policy

Who we are

Edúcate y Prospera provides AI receptionists, business phone systems, SIP trunks, business texting and IT services to businesses in San Bernardino County and the border region. This policy explains what personal information we collect when you visit educateyprospera.com, contact us or use our services, and how we use and protect it.

Questions about this policy go to **info@educateyprospera.com** or **(909) 457-2911**.

Information we collect

Information you give us

- Your name, email, company, phone number, the service you're interested in and your message when you fill out our contact form, or the details you share when you call, text, chat or email us. With the form we also receive the page you sent it from and how you reached our site (the referring website, campaign link or ad platform), so we know which pages and ads bring requests.

- If you become a customer: contacts for your account, billing details, the numbers and users on your phone system, and the address registered for each line for 911.

Information from our services

- Call details such as phone numbers, date, time and duration.
- Voicemail, and call recordings when recording is turned on.
- Text messages sent and received through our texting service.
- Transcripts and summaries of calls handled by the AI receptionist.

Information collected automatically

- Only if you click “Accept” on our cookie notice: Google Analytics and Microsoft Clarity, loaded through Google Tag Manager, record how you use the site, such as pages visited, clicks, device, browser and approximate location from your IP address. See our **Cookie Policy**.
- Our servers keep basic logs, such as IP address, browser and pages requested, to keep the site secure and working.

How we use information

- To answer your questions, set up demos and prepare quotes.
- To provide, bill and support our services: routing calls, delivering texts, running the AI receptionist, registering 911 addresses and registering business texting with carriers.
- To keep our services secure, prevent fraud and spam, and meet legal obligations.

- To understand and improve the website, only if you accept analytics cookies.

We don’t sell personal information, and we don’t use it for targeted advertising.

Calls, recordings and the AI receptionist

When you call a business that uses our AI receptionist, or chat with the assistant on this website, the conversation is processed by our AI provider to understand and answer your request. A transcript or summary may be sent to that business so it can follow up.

Calls are recorded only when recording is turned on, and the call starts with an announcement, as California law requires the consent of everyone on the call.

When we provide services to a business, we handle its callers’ and customers’ information on that business’s behalf and under its instructions. That business’s own privacy policy explains how it uses the information.

Text messages (SMS)

If you give us your mobile number and agree to receive texts from us, we use it only to communicate with you about your request, demo or service. Message frequency varies. Message and data rates may apply. Reply STOP to stop receiving texts or HELP for help.

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Text messaging originator opt-in data and consent are excluded from every category of sharing in this policy and will not be shared with any third parties.

Health information (HIPAA)

For medical and dental practices and other healthcare customers, we sign a Business Associate Agreement (BAA) that covers calls, voicemail, texting and the AI receptionist. Protected health information we handle for a practice is governed by HIPAA and that agreement, and we use it only to provide our services to the practice.

If you are a patient, contact your practice about your health information.

How we share information

We share personal information only with:

- Service providers that help us run our services, under contracts that limit how they use it: telecommunications carriers and messaging providers, our phone platform, our AI receptionist provider, hosting, and Microsoft 365 for email.
- Google and Microsoft, for analytics, only if you accept analytics cookies.
- Emergency services, which receive your number and registered address when you call 911, and authorities when the law requires it.
- A buyer or successor if our business is sold or merged, who must follow this policy.

Mobile numbers and text messaging opt-in data and consent are never shared with third parties for marketing or promotional purposes.

How long we keep information

We keep personal information only as long as we need it for the purposes above, to meet legal, tax and accounting obligations, or as

set in our agreement with a customer, including a BAA. After that we delete it or remove what identifies you.

How we protect information

We use administrative, technical and physical safeguards suited to the information, including access controls and encrypted connections to this website. No system is perfectly secure. If a security incident affects your information, we will notify you as the law requires.

Your choices and rights

- You can ask us to access, correct or delete your personal information, or to stop sending you marketing, by writing to **info@educateyprospera.com** or calling **(909) 457-2911**. We will confirm your identity and answer within the time the law sets.
- California residents may have the right to know, correct and delete their personal information, and to opt out of its sale or its sharing for targeted advertising. We do neither, and we won't treat you differently for using your rights. Under California's "Shine the Light" law, you may ask whether we shared personal information with third parties for their direct marketing; we don't.
- Do Not Track: our site doesn't respond to browser Do Not Track signals. Analytics only runs if you accept cookies, and you can change that anytime with Cookie settings at the bottom of any page.
- If we handle your information for one of our business customers, send your request to that business. We will help it answer.

Children

Our website and services are for businesses and are not directed to children under 13. We don’t knowingly collect their information. If you think we did, contact us and we will delete it.

Changes to this policy

We will post any changes on this page with a new “Last updated” date. If a change is significant, we will also announce it on the site or tell our customers by email.

Contact us

- Edúcate y Prospera , San Bernardino, California
- Email: **info@educateyprospera.com**
- Phone: **(909) 457-2911**

Edúcate y Prospera

Agreement

These terms apply when you use educateyprospera.com. If you use our services for a business, you accept these terms on its behalf.

If you have a signed quote, order, service agreement, lease or Business Associate Agreement with us, that document prevails over these terms where they differ.

Our services

Financial education, webinars, and educational seminars

. The scope, prices and service levels for each customer are set in their quote or agreement.

Acceptable use

You agree not to use our services to:

- **Make robocalls or send texts without the recipient's consent, or otherwise break the Telephone Consumer Protection Act, the CAN-SPAM Act or carrier rules.**
- **Fake caller ID or misrepresent who you are.**
- **Record calls without the notice or consent the law requires.**

- **Break the law, infringe others' rights, or send fraudulent or harmful content.**
- **Disrupt our systems or try to access them, or anyone else's, without permission.**

We may suspend service that puts our network, other customers or the public at risk, with notice whenever we can give it.

Emergency calls (911)

Our phone service supports 911 and sends a registered address for each line. Internet phone service has limits that traditional phone lines don't:

- **911 may not work during a power or internet outage, or if your equipment isn't working.**
- **If you move a phone to a new address, emergency services may receive the old address until you give us the new one. Tell us before you move a phone.**
- **Educate y Prospera on a computer or cell phone may send the address registered for your extension instead of where you are. On a cell phone, dial 911 from the phone's regular dialer.**
- **Tell everyone who uses your phones, including staff and visitors, about these limits.**

The AI receptionist does not handle emergencies. Anyone with an emergency should hang up and dial 911.

Call recording and consent

Recording laws differ by state, and California requires the consent of everyone on the call. If you turn on call recording, you must

keep the recording announcement on or give another notice the law accepts, and follow the laws that apply where your callers are.

Text messaging

Texts from us

If you opt in, we send texts about your request, demo or service. Message frequency varies. Message and data rates may apply. Reply STOP to cancel or HELP for help, or contact us at (909) 457-2911. Carriers are not liable for delayed or undelivered messages. Our Privacy Policy explains how we handle your number.

Texting by our customers

We register your business texting under A2P 10DLC, as US carriers require. You must have each recipient's consent, honor opt-out requests and follow carrier and CTIA messaging rules. Carriers may block messages that don't.

Healthcare customers (HIPAA)

If you are a covered entity or business associate under HIPAA, sign a Business Associate Agreement with us before sending protected health information through our services. That agreement governs protected health information and prevails over these terms. Without a signed agreement, don't send protected health information through our services.

Hardware, software and licenses

Hardware and software are covered by their manufacturers' warranties and license terms. Leased equipment follows its lease agreement. Cloud services and software we resell, such as Microsoft 365, are also subject to their providers' terms.

Your phone numbers

Numbers we port in for you, or that you keep with us, can be ported to another provider. We release them when we receive a valid port request.

Website content

Financial Education

Disclaimers

Except as stated in your agreement, and as far as the law allows, the website and services are provided “as is”, without implied warranties. Calls and texts depend on internet connections, power and other carriers, so we can’t promise uninterrupted service. AI responses can contain mistakes: review the summaries you receive and set rules for urgent calls.

Indemnity

You will defend and compensate us for claims that come from your misuse of the services, including calls or texts sent without consent and recordings made without the required notice.

Governing law

California law governs these terms. Disputes will be heard in the state or federal courts in San Bernardino County, California, unless your agreement with us says otherwise.

Changes to these terms

We may update these terms. Changes take effect when posted here with a new “Last updated” date. We will tell active customers about significant changes by email before they take effect.

Contact us

- **Edúcate y Prospera, San Diego, California**
- **Email: info@educateyprospera.com**
- **Phone: (909) 457-2911**