

READYMADE PRIVACY POLICY

Last Updated: July 29, 2026

NeoNova Network Services, LLC d/b/a NRTC Managed Services ("NRTC Managed Services", "we", "us", or "our") respects your privacy and is committed to protecting the information you provide through the Readymade platform and related services (collectively, the "Service"). This Privacy Policy describes how we collect, use, disclose, and safeguard information obtained through the Service. By accessing or using the Service, you acknowledge and agree to the practices described in this Privacy Policy.

1. INFORMATION WE COLLECT

Information You Provide

We may collect information that you voluntarily provide when registering for, accessing, or using the Service, including:

- Company legal name
- Company branding information, including logos, brand colors, and brand guidelines
- Product and service pricing information
- Product and service descriptions
- Marketing and promotional content
- Company phone numbers
- Company email addresses
- Company website information
- Billing contact information
- Shipping and mailing addresses
- User account information
- User-created passwords (stored in encrypted form)
- Communications submitted through the Service

Information Collected Automatically

When you access the Service, we may automatically collect certain information, including:

- IP address



- Browser type and version
- Device information
- Operating system
- Login activity
- Usage information
- Date and time of access
- Pages viewed and actions taken within the Service

2. HOW WE USE INFORMATION

We may use information collected through the Service to:

- Establish and maintain customer accounts;
- Provide, operate, and support the Service;
- Deliver marketing materials and related content through the Service;
- Process billing and account administration;
- Respond to customer inquiries and support requests;
- Monitor, maintain, and improve the functionality, security, and performance of the Service;
- Develop new features, functionality, and service offerings;
- Communicate with customers regarding service updates, operational notices, and account matters;
- Enforce our agreements and policies; and
- Comply with legal obligations.

We may also provide information regarding additional products and services offered by NRTC Managed Services, The Pivot Group, LLC ("Pivot"), National Rural Telecommunications Cooperative ("NRTC"), or their affiliated companies that we believe may be relevant to your organization's business needs.

3. HOW WE SHARE INFORMATION

We do not sell personal information. We may share information:

With Affiliated Companies - We may share information with affiliated companies, including The Pivot Group, LLC, NRTC, and other affiliated entities, to provide, support, improve, market, or operate the Service and related offerings.

With Service Providers - We may share information with third-party vendors and service providers that assist us in operating the Service, including:

- Hosting providers
- Software vendors
- Customer support providers
- Security providers
- Analytics providers
- Billing and accounting providers

Such providers may access information only as necessary to perform services on our behalf.

Legal Requirements

We may disclose information:

- To comply with applicable laws, regulations, court orders, or governmental requests;
- To protect the rights, property, or safety of NRTC Managed Services, our customers, or others; or
- In connection with an investigation of suspected fraud, security incidents, or unlawful activity.

Business Transactions

Information may be transferred as part of a merger, acquisition, reorganization, financing transaction, or sale of assets involving NRTC Managed Services or an affiliated entity.

4. DATA SECURITY

We implement commercially reasonable administrative, technical, and physical safeguards designed to protect information from unauthorized access, use, disclosure, alteration, or destruction.

No method of transmission or storage is completely secure, and we cannot guarantee absolute security.

5. DATA RETENTION

We retain information for as long as reasonably necessary to:

- Provide the Service;
- Maintain business records;
- Comply with legal obligations;

- Resolve disputes; and
- Enforce our agreements.

We may retain aggregated or de-identified information indefinitely.

6. COOKIES AND SIMILAR TECHNOLOGIES

The Service may utilize cookies, session identifiers, analytics tools, and similar technologies to:

- Authenticate users;
- Maintain account sessions;
- Improve user experience;
- Analyze platform usage; and
- Support security and performance functions.

Most web browsers allow users to manage cookie preferences through browser settings.

7. THIRD-PARTY LINKS

The Service may contain links to third-party websites or services. NRTC Managed Services is not responsible for the privacy practices or content of third-party sites and encourages users to review their respective privacy policies.

8. CHILDREN'S PRIVACY

The Service is intended for business users and is not directed to children under the age of 13. We do not knowingly collect personal information from children.

9. YOUR CHOICES

You may:

- Update account information through the Service;
- Contact us to correct inaccurate information;
- Opt out of non-essential marketing communications by following instructions included in those communications.

Operational, billing, security, and service-related communications may still be sent as necessary.

10. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time. Material changes will be posted through the Service or otherwise communicated to users. Continued use of the Service following any update constitutes acceptance of the revised Privacy Policy.

11. CONTACT INFORMATION

Questions regarding this Privacy Policy may be directed to:

NeoNova Network Services, LLC
d/b/a NRTC Managed Services

1207 Edwards Mill Road, Suite 102
Raleigh, NC 27607

Email: readymade@askpivot.com

Phone: 503-608-7810