Privacy Policy

Last updated: October 18, 2026

1. Introduction

Mercer Island Telecom, LLC (“MITELCO360,” “we,” “us,” or “our”) operates the website at https://mitelco360.com (the “Website”). We are based in Mercer Island, Washington.

This Privacy Policy explains what information we collect when you visit the Website, use our forms, subscribe to our newsletter, or contact us, how we use it, and the choices you have. Our Terms of Service (mitelco360.com/terms) also apply to your use of the Website.

If you do not agree with this policy, please do not use the Website.

2. Definitions

Personal information means information that identifies, relates to, or can reasonably be linked to a person or household.

Usage information means technical information collected automatically when you visit the Website, such as pages viewed, referring pages, browser type, device type, and approximate location derived from your IP address.

Cookies are small text files stored on your device. Other technologies, such as pixels and scripts, work in a similar way.

3. Information We Collect

Information you give us. When you use a form on the Website, we collect the information you enter. This may include:

- your name and email address;
- your phone number, if you provide it;
- your company or organization name;
- the content of your message or request; and
- for our Google AI Brief newsletter, the email address you submit.

Usage information. When you visit the Website, our hosting and delivery platform records standard technical logs, including IP address, date and time, requested pages, and browser and device information. We use this information to operate, secure, and troubleshoot the Website.

Analytics. We may use Google Analytics or similar tools to measure how visitors use the Website. These tools may set cookies or collect usage information. Where the law requires, we will ask for your consent before setting non-essential cookies or enabling analytics.

Information from our services. If you become a client, we collect the information needed to deliver the services you request. Those activities are governed by a separate written agreement and are not limited by this policy.

4. How We Use Information

We use personal information to:

- respond to your questions and requests;
- send the Google AI Brief newsletter and other communications you asked for;
- send a confirmation or welcome email after you subscribe;
- schedule and manage consultations and client work;
- operate, maintain, secure, and improve the Website;
- measure how the Website performs; and
- comply with legal obligations and protect our rights.

5. Legal Bases for Processing (EEA, UK, and Switzerland)

If you are in the European Economic Area, the United Kingdom, or Switzerland, we process personal information on these bases: your consent (for example, newsletter subscriptions); performance of a contract or steps you request before entering one (for example, a consultation request); our legitimate interests in running and improving the Website, provided those interests do not override your rights; and compliance with legal obligations.

6. Cookies and Similar Technologies

Essential cookies and technologies help the Website load, remember basic settings, and stay secure. You can instruct your browser to refuse cookies or to alert you when a cookie is set. If you disable cookies, some parts of the Website may not work correctly.

We do not use advertising cookies on the Website. Analytics tools, if enabled, are described in Section 3.

7. Newsletter and Marketing Communications

When you subscribe to the Google AI Brief, we use your email address to send that newsletter and related information about our services. Every newsletter includes an option to unsubscribe. You can also unsubscribe by replying “unsubscribe” to any email from us or by emailing info@mitelco360.com.

We send transactional messages, such as a reply to a consultation request, even if you have unsubscribed from the newsletter.

8. How We Share Information

We do not sell personal information. We share information only in these cases:

- **Service providers.** Companies that help us run the Website and our business, such as website hosting, email delivery, cloud productivity tools, scheduling tools, and analytics providers. They may use information only to perform services for us.
- **Legal reasons.** When required by law, subpoena, or valid government request, or when needed to protect the rights, property, or safety of MITELCO360, our clients, or others.

- **Business transfers.** In connection with a merger, acquisition, financing, or sale of assets. We will notify you of any change in ownership that affects how your information is handled.
- **With your consent.** In any other case where you direct us to share information.

9. Information You Should Not Send Through the Website

Please do not send sensitive information through website forms or email, including Social Security numbers, bank or financial account numbers, payment card numbers, passwords, government identification numbers, health information, or client data protected by a confidentiality obligation. If we need that kind of information for a project, we will arrange a secure method first.

10. Data Retention

We keep personal information only as long as needed for the purposes described in this policy, including to meet legal, tax, and accounting obligations, resolve disputes, and enforce our agreements.

- Contact and consultation requests are kept for as long as needed to respond and manage the relationship.
- Newsletter subscriptions are kept until you unsubscribe, plus a short period needed to honor that request.
- Technical logs and usage information are kept for a shorter period, unless needed for security or legal reasons.

11. Data Location and Transfers

We are located in the United States, and the Website and our service providers may store and process information in the United States and other countries. If you use the Website from outside the United States, you understand that your information will be transferred to and processed in the United States, where data protection laws may differ from those in your country. We take reasonable steps to protect information wherever it is processed.

12. Security

We use HTTPS encryption for the Website and limit access to personal information to people and providers who need it. No method of transmission or storage is completely secure, so we cannot guarantee absolute security. Please contact us immediately if you believe your information has been compromised.

13. Your Privacy Rights

Depending on where you live, you may have some or all of these rights:

- to know what personal information we hold about you;
- to access, correct, or update your information;
- to request deletion of your information, subject to legal exceptions;
- to object to or restrict certain processing, including direct marketing;

- to receive a copy of your information in a portable format;
- to withdraw consent at any time, where processing is based on consent; and
- to lodge a complaint with a data protection authority or other regulator.

California residents. Under the California Consumer Privacy Act, as amended, you may request information about the categories of personal information we collect and disclose, and you may ask us to delete or correct it. We do not sell personal information, and we do not share it for cross-context behavioral advertising. We will not discriminate against you for exercising your rights.

EEA, UK, and Swiss residents. You may also contact your local data protection authority about our processing of your personal information.

To exercise any right, email info@mitelco360.com or call 206 501 4976. We may need to verify your identity before responding. We will respond within the time required by applicable law.

14. Do Not Track

Some browsers send a “Do Not Track” signal. At this time, the Website does not change its behavior in response to that signal. You can manage cookies and analytics through your browser settings.

15. Third-Party Links and Services

The Website may link to third-party websites, scheduling tools, and services that we do not control. Their privacy practices are described in their own policies. We encourage you to read those policies before you provide them with information.

16. Children’s Privacy

The Website and our services are intended for businesses and adults. We do not knowingly collect personal information from anyone under 18. If you believe a child has provided us with personal information, please contact us, and we will delete it.

17. Changes to This Policy

We may update this Privacy Policy from time to time. When we make a material change, we will update the “Last updated” date above and, where appropriate, notify newsletter subscribers by email. Changes take effect when posted, unless the law requires a different approach.

18. Contact Us

If you have questions about this Privacy Policy or want to exercise your rights, contact us:

- **Email:** info@mitelco360.com
- **Phone:** 206 501 4976
- **Web:** mitelco360.com/contact (mitelco360.com/contact)
- **Mail:** Mercer Island Telecom, LLC, Mercer Island, Washington