



Connect Your Way

Privacy Notice

Effective Date: October 25, 2026

Last Updated: October 25, 2026

Connect Your Way respects your privacy and is committed to protecting your personal information. We provide wireless and home internet bill reviews, bill negotiation services, plan comparisons, and consulting to help consumers find better service options and reduce their monthly expenses.

This Privacy Notice explains how we collect, use, store, protect, and share personal information when you visit our website, contact us, or use our services.

By using our website or voluntarily providing information to request our services, you acknowledge that you have had the opportunity to review this notice. Where consent or authorization is required by law, we will obtain it separately.

1. Information We Collect

To evaluate your bills and help you find potential savings, we may collect the following information.

Personal and Contact Information

- Name, mailing address, email address, and telephone number.

- Preferred method of communication.
- Information you provide when requesting a consultation or customer support.

Wireless and Home Internet Billing Information

If you choose to use our services, we may receive copies of your wireless or home internet bills, including information such as:

- Your current wireless carrier or internet service provider.
- Monthly charges, taxes, fees, discounts, and promotional credits.
- Service plans, data allowances, equipment charges, and add-on services.
- Number of phone lines and the types of services on your account.
- Billing history and information needed to evaluate potential savings.

We encourage customers to remove information that is not necessary for our review, including call details, payment card numbers, and other unrelated sensitive information.

Account and Authorization Information

When necessary to provide a requested service, we may collect account numbers, account-holder information, or documentation confirming that you authorize us to communicate with your service provider.

We will request only the information reasonably necessary for the services you have requested. Do not send account passwords, one-time verification codes, full payment card details, or other login credentials through ordinary email or unsecured forms. If account access is necessary, we will use an appropriate process designed to protect your information.

Website and Technical Information

Depending on the tools used on our website, we may collect IP addresses, browser and device information, pages visited, cookie identifiers, and other website usage information.

2. How We Use Your Information

We use personal information for legitimate business purposes, including to:

- Review wireless and home internet bills for potential savings.
- Identify unnecessary charges, add-ons, and plans that may not match your needs.
- Compare available plans, providers, prices, and service features.
- Negotiate with wireless carriers or internet providers when you have authorized us to do so.
- Communicate with providers regarding your account when necessary for your requested service and appropriately authorized.

- Monitor billing statements for up to three months after a negotiation, when included in your service, to help verify that agreed savings have been applied and maintained.
- Provide customer service, respond to inquiries, and manage service requests.
- Process payments, maintain business records, and prevent fraud.
- Maintain website security and improve our services.
- Comply with applicable legal requirements and protect our legal rights.

We will not use your account information to make changes to your services beyond the scope of your authorization.

3. How We Share Your Information

Connect Your Way does not sell your personal information for money. We do not sell customer bills or account information to data brokers.

We may disclose information in the following circumstances:

Wireless Carriers and Internet Providers

When you request bill negotiation or account assistance, we may share relevant information with your provider to identify charges, discuss available discounts, review plans, or carry out the service you authorized.

We will limit these disclosures to information reasonably necessary for the requested work and will obtain any additional authorization required by law.

Service Providers

We may use trusted third-party companies to provide secure file storage, website hosting, customer communications, payment processing, and other business support. These companies may access information only as needed to perform their services, subject to applicable contractual and legal requirements.

Legal and Security Requirements

We may disclose information when required by law, valid legal process, or to address fraud, security incidents, or other lawful concerns.

Business Transfers

If our business is involved in a merger, acquisition, restructuring, or sale of assets, information may be transferred as part of that transaction, subject to applicable privacy laws.

We do not permit third parties to use your billing or account information for their own unrelated marketing purposes merely because they provide services to us.

4. Customer Authorization and Provider Communications

Your trust is essential when you share a phone or internet bill with us.

Providing a bill for review does not automatically authorize Connect Your Way to access your provider account, impersonate you, change your plan, cancel service, or make purchases on your behalf.

Before contacting a provider or requesting account-specific information, we will obtain any authorization required for the action. Depending on the provider and the task, this may involve a written authorization, a provider-approved representative process, or another legally acceptable method.

Your authorization will determine what we may do on your behalf. We will not knowingly exceed its scope.

You may withdraw your authorization for future activity by contacting us. Withdrawal may prevent us from completing certain services, and it does not necessarily reverse actions already completed or eliminate lawful record-retention obligations.

5. How We Protect Your Information

We use reasonable administrative, technical, and organizational safeguards designed to protect customer information against unauthorized access, loss, misuse, or disclosure.

Depending on the information and systems involved, safeguards may include access restrictions, secure file-handling procedures, account permissions, and appropriate service-provider security measures.

We limit access to customer bills and account information to individuals who need it to perform authorized business duties.

However, no method of electronic transmission or storage can be guaranteed to be completely secure. We cannot promise absolute security, but we are committed to handling your information responsibly and addressing security concerns appropriately.

6. How Long We Keep Your Information

We retain personal information only for as long as reasonably necessary for the purposes described in this notice, including:

- Providing and completing requested services.
- Monitoring negotiated savings during the agreed follow-up period.
- Maintaining customer service records and business documentation.

- Meeting tax, accounting, legal, and regulatory obligations.
- Resolving disputes and enforcing agreements.
- Protecting against fraud and unauthorized activity.

When information is no longer reasonably necessary and no legal retention requirement applies, we will take appropriate steps to delete it or render it unusable for identifying you.

We do not promise immediate deletion of every record upon request because certain information may need to be retained for legitimate legal or business purposes.

7. Cookies, Analytics, and Website Tracking

Our website may use cookies and similar technologies to support essential functions, understand website traffic, and improve the visitor experience.

The information collected depends on the technologies we actually use. Where applicable law requires consent or provides the right to opt out of certain tracking, we will provide the required choices and controls.

You can also manage some cookies through your browser settings, although disabling certain cookies may affect website functionality.

8. Your General Privacy Choices

Depending on applicable law, you may be able to:

- Request access to personal information we maintain about you.
- Request correction of inaccurate information.
- Request deletion of certain personal information.
- Ask questions about how your information is collected, used, or disclosed.
- Withdraw consent or revoke an authorization where permitted.
- Opt out of certain data uses where applicable law provides that right.

To submit a privacy request, contact us using the details in Section 12. We may take reasonable steps to verify your identity before responding to requests involving personal information.

We will not unlawfully discriminate against you for exercising applicable privacy rights.

9. California Privacy Notice

This section applies to California residents to the extent Connect Your Way is subject to the California Consumer Privacy Act, as amended by the California Privacy Rights Act (CCPA/CPRA).

Categories of Personal Information

Depending on your interactions with us, we may collect the following categories:

- Identifiers, such as your name, address, email address, telephone number, and online identifiers.
- Customer records, such as contact details and information you provide when requesting services.
- Commercial information, such as your selected service plans, billing charges, discounts, and transaction records.
- Internet or electronic network activity information, such as website usage and browsing interactions.
- Financial or account-related information, when necessary to review bills or process payments.
- Inferences drawn from information you provide, such as recommendations about plans that may fit your stated needs.

We collect these categories from you, your website interactions, and, when properly authorized, relevant service providers or other sources.

Purposes of Collection and Use

We use this information to provide our services, review bills, negotiate savings, communicate with providers when authorized, monitor billing changes, maintain business records, protect our systems, and meet legal obligations.

Sale and Sharing of Personal Information

We do not sell customer bills or account information for money. We do not sell personal information to data brokers.

If our use of advertising or analytics technologies qualifies as “selling” or “sharing” under California law, we will provide the applicable disclosures and required opt-out mechanisms. We will honor applicable opt-out preference signals, including Global Privacy Control, where legally required.

California Consumer Rights

If the CCPA/CPRA applies to our business and your information, you may have the right to:

- Know what categories and specific pieces of personal information we collect, subject to applicable requirements.
- Know the categories of sources, purposes of collection, and third parties to whom information is disclosed.
- Request deletion of eligible personal information.
- Request correction of inaccurate personal information.

- Opt out of the sale or sharing of personal information, where applicable.
- Limit certain uses and disclosures of sensitive personal information, where applicable.
- Receive equal service and pricing without unlawful discrimination for exercising your privacy rights.

These rights are subject to legal exceptions, verification requirements, and the specific obligations applicable to our business.

To exercise a California privacy right, contact us using the information in Section 12. We will verify and respond to requests as required by applicable law.

10. New York Privacy Notice

This section applies to New York residents and addresses our handling of customer billing and account information under applicable federal and New York law.

New York does not currently have a comprehensive consumer privacy statute equivalent to California's CCPA/CPRA. However, businesses remain subject to applicable consumer-protection laws, data-security requirements, and laws governing particular types of information.

How We Handle New York Customers' Information

For customers residing in New York, we will:

- Use billing and account information for the services requested or other purposes permitted by law.
- Limit information shared with wireless carriers and internet providers to what is reasonably necessary for authorized work.
- Use reasonable safeguards to protect customer information.
- Describe our privacy practices accurately and avoid misleading statements about how information is collected, used, or shared.
- Honor applicable legal rights and requests concerning personal information.

New York's SHIELD Act may impose data-security and breach-notification duties on businesses that own or license covered private information of New York residents. Where applicable, we will follow the law's requirements concerning safeguards and notification of qualifying data breaches.

Federal telecommunications privacy laws, including the Communications Act and its customer proprietary network information provisions, impose specific confidentiality obligations on covered telecommunications carriers and certain other regulated providers. These rules may govern a provider's handling and disclosure of protected customer information. Connect Your Way will respect applicable provider authorization requirements when assisting customers.

Nothing in this section suggests that Connect Your Way is itself a telecommunications carrier or that every carrier-specific legal obligation automatically applies to our consulting services.

11. Third-Party Websites and Services

Our website may link to wireless carriers, internet providers, payment processors, or other third-party websites.

These third parties maintain their own privacy policies and security practices. We are not responsible for the privacy practices of websites we do not operate. Review their policies before providing information directly to them.

12. Contact Connect Your Way

For questions about this Privacy Notice, requests regarding personal information, or concerns about how your bills and account information are handled, contact us:

Connect Your Way

Privacy Contact: Connect Your Way Security Department

Email: connectyourwaynow@outlook.org

Mailing Address: 8465 Keystone Crossing, Suite 115 #2886, Indianapolis, IN 46240

Website: connectyourwaynow.com

Please do not include passwords, verification codes, or full payment card details in an ordinary email. We may provide an appropriate method for verifying your identity and securely handling your request.

13. Changes to This Privacy Notice

We may update this notice as our business practices, services, website technologies, or legal requirements change. The revised notice will be posted on our website with an updated effective date.

We encourage you to review this page periodically to understand how Connect Your Way handles your information.