PRIVACY POLICY

H&A Security Solutions, LLC d/b/a Tellaro and Tellaro.io

Version 1.3

H&A Security Solutions, LLC d/b/a Tellaro — 12178 N 1450th Street, Effingham, Illinois 62401

PRIVACY POLICY

This Privacy Policy describes how H&A Security Solutions, LLC d/b/a Tellaro ("Tellaro," "we," "us") collects, uses, and shares personal information in connection with our website at www.tellaro.io (the "Site") and the Tellaro Security Operations Platform (the "Service"). Capitalized terms used here have the meanings given in our Master Subscription Agreement or End User License Agreement — On-Prem, as applicable.

Effective Date

This Policy is effective as of November 16, 2026.

1. SCOPE

This Policy applies to: (a) visitors to and users of the Site; (b) prospective customers and contacts who interact with Tellaro through marketing and sales; and (c) personnel of Customer who access or administer the Service. Where Tellaro processes personal data on behalf of a Customer (as a Processor or Service Provider), the Customer's privacy notice and Tellaro's Data Processing Addendum govern that processing; this Policy describes only Tellaro's own processing as a controller.

Tellaro processes information about students only on behalf of educational institutions that are our customers, as a service provider or "school official" under their direction, and only to provide security services to those institutions. We do not use student information for advertising, sell it, or build profiles of students for non-educational purposes.

2. INFORMATION WE COLLECT

2.1 Information You Provide.

- Contact details (name, email, phone, company, role) submitted via forms, sales conversations, or support requests.
- Account information for Authorized Users of the Service (username, password hash, role, configuration preferences).
- Billing information for paid customers (handled by our payment processor; we do not store full payment-card numbers).
- Communications you send to us (email, support tickets, surveys, feedback).

2.2 Information Collected Automatically.

- Site usage data (pages visited, referring URLs, device and browser information, IP address) collected via cookies and similar technologies.
- Service usage telemetry (login events, feature usage, error logs) collected to operate, secure, and improve the Service.

2.3 Information from Third Parties.

- Marketing data from third-party providers (e.g., enrichment of business contact information).
- Data from authentication providers when Authorized Users sign in via SAML/SSO (limited to what those providers send to identify the user).

3. HOW WE USE INFORMATION

We use the information described above to:

- provide, operate, secure, and improve the Service;
- respond to inquiries and provide customer support;
- process orders, billing, and renewals;
- communicate with you about Tellaro products, security advisories, and product changes;
- conduct sales and marketing (subject to your preferences and applicable law);
- comply with legal obligations and enforce our agreements;
- detect, investigate, and prevent fraud, abuse, and security incidents.

4. COOKIES AND SIMILAR TECHNOLOGIES

We use cookies and similar technologies to operate the Site and the Service, remember your preferences, measure usage, and support marketing. You can control cookies through your browser settings; some features of the Site or Service may not function without certain cookies.

5. HOW WE SHARE INFORMATION

We share personal information only as described below:

- With service providers and Sub-Processors that help us operate the Service (e.g., email delivery, on-call notification, support ticketing, and payment processing). The current Sub-Processor list is in our Data Processing Addendum.
- With professional advisors (e.g., legal, accounting) under appropriate confidentiality obligations.
- In connection with a corporate transaction (merger, acquisition, financing, or sale of assets), subject to confidentiality.
- To comply with law, valid legal process, or to protect rights, property, or safety.
- With your consent or at your direction.

We do not sell personal information, and we do not "share" personal information for cross-context behavioral advertising within the meaning of the California Consumer Privacy Act.

6. RETENTION

We retain personal information for as long as needed to provide the Service, operate our business, comply with legal obligations, resolve disputes, and enforce our agreements. When personal information is no longer needed, we delete or de-identify it in accordance with our retention schedule.

7. SECURITY

We implement administrative, physical, and technical safeguards designed to protect personal information, including encryption in transit and at rest, access controls, logging, and personnel security. No system is perfectly secure; we cannot guarantee that all unauthorized access can be prevented.

8. YOUR PRIVACY RIGHTS

Subject to applicable law, you may have the right to: (a) access the personal information we hold about you; (b) request correction or deletion; (c) object to or restrict certain processing; (d) opt out of marketing communications (via the unsubscribe link in our emails or by contacting us); and (e) lodge a complaint with a supervisory authority.

California residents have additional rights under the CCPA, including the right to know, delete, correct, and limit use of sensitive personal information. To exercise rights, contact privacy@tellaro.io. We will verify your request as required by law before responding.

Where Tellaro acts as a Processor on behalf of a Customer, requests should be directed to that Customer; we will assist Customer in responding.

9. INTERNATIONAL TRANSFERS

Tellaro is based in the United States and processes personal information in the United States. Where personal data is transferred from the EU, UK, or Switzerland, transfers are protected by appropriate safeguards as described in our Data Processing Addendum.

10. CHILDREN

The Site and Service are not directed to children under 13 (or the equivalent minimum age in the relevant jurisdiction), and we do not knowingly collect personal information from children.

11. CHANGES TO THIS POLICY

We may update this Policy from time to time. Material changes will be communicated by posting on the Site or by email to registered users. The “Effective Date” at the top reflects the most recent update.

12. CONTACT US

Questions or requests: privacy@tellaro.io. Mail: H&A Security Solutions, LLC d/b/a Tellaro, Attn: Privacy, 12178 N 1450th Street, Effingham, Illinois 62401.