

ACZ MEDIA

Customer Privacy Policy

Effective Date: April 2026

ACZ Media Group LLC

ACZ Media is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and protect your personal information when you use the ACZ Media platform.

1. Information We Collect

When you subscribe to or use an ACZ Media Product (such as Novacast), we may collect the following information:

- Contact information: name, email address, phone number, and billing address.
- Payment information: credit and debit card details processed through our secure payment processor.
- Account information: username, password, subscription status, and account history.
- Usage data: platform access logs, content viewing history, and device information.

2. How We Use Your Information

We use the information we collect for the following purposes:

- Providing and improving the streaming service.
- Processing payments and managing your subscription.
- Communicating with you about your account, service updates, and promotions.
- Complying with legal and tax obligations.
- Preventing fraud, unauthorized access, and abuse.

3. Information Sharing

ACZ Media will not sell, trade, or transfer your personal information to any unaffiliated entities. ACZ Media and its affiliated entities (i.e Novacast) may use your information internally to operate, improve, and update the services provided. We may share your information only in the following limited circumstances:

- With affiliated entities and service providers who assist in platform operations, payment processing, and customer communications, all bound by confidentiality obligations consistent with this policy.
- With legal authorities when required by law or in connection with legal proceedings.
- With successor entities in the event of a merger, acquisition, or sale of assets.

4. Data Security

We use industry-standard security measures including SSL/TLS encryption for data transmission and encrypted storage for sensitive information. While no system is completely

secure, we take reasonable precautions to protect your data against unauthorized access, loss, or misuse.

5. Data Retention

We retain your personal information for as long as your account is active and for a reasonable period afterward to fulfill legal and business obligations.

6. Your Rights

Depending on your state of residence, you may have the right to access, correct, or request deletion of your personal information. To exercise these rights, contact help@aczmediaservices.com. We will respond to verified requests within 30 days.

7. Cookies

Our platform may use cookies and similar technologies to enhance your experience. You may disable cookies through your browser settings, though doing so may affect platform functionality.

8. Changes to This Policy

We may update this Privacy Policy from time to time. Material changes will be communicated via email or a notice on the platform. Continued use of the service following notification constitutes acceptance of the updated policy.

9. Contact

For any privacy-related questions or requests, contact us at help@aczmediaservices.com.

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