

Privacy Policy

Effective Date: January 1, 2025

Last Updated: January 1, 2025

INTRODUCTION

Greylock Storage ("Company," "we," "us," or "our") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website www.greylockstorage.com, use our services, or interact with us in any way.

This website uses integrated software components and services provided by Cubby Enterprises, Inc. for storage unit management, reservations, and customer communications. For information about how Cubby Enterprises, Inc. handles data collected through these integrated services, please see their privacy policy at <https://www.cubbystorage.com/privacy-policy>.

By using our website or services, you consent to the collection and use of your information in accordance with this Privacy Policy. If you do not agree with this Privacy Policy, please do not access or use our services.

INFORMATION WE COLLECT

Personal Information You Provide

We collect personal information that you voluntarily provide when you:

- Make a reservation or rent a storage unit
- Create an account on our website
- Contact us with questions or requests
- Sign up for newsletters or promotional materials
- Participate in surveys, contests, or promotional activities
- Make payments or provide billing information

This information may include:

- Full name and contact information (phone number, email address, mailing address)
- Government-issued identification information
- Payment information (credit card numbers, bank account information)
- Storage unit preferences and rental history
- Emergency contact information
- Vehicle information (if applicable)

- Communications with our customer service team

Information We Collect Automatically

When you visit our website, we automatically collect certain information about your device and browsing activity, including:

- IP address and location information
- Browser type and version
- Operating system
- Pages visited and time spent on our website
- Referring website or source
- Device identifiers and characteristics
- Cookies and similar tracking technologies

Information from Third Parties

We may receive information about you from:

- Cubby Enterprises, Inc. through their integrated software components
- Payment processors (such as Stripe, Payabli, or other payment services)
- Identity verification services
- Marketing partners and lead generation services
- Public records and databases
- Social media platforms (if you interact with us there)
- Our website hosting and development partners

HOW WE USE YOUR INFORMATION

We use the information we collect to:

Provide Services

- Process rental agreements and reservations
- Manage your storage unit account
- Process payments and billing
- Provide customer support
- Verify your identity and prevent fraud
- Manage facility access and security

Communications

- Send rental confirmations and updates
- Provide important notices about your account or our services
- Send promotional materials and special offers (with your consent)
- Respond to your inquiries and requests
- Conduct customer satisfaction surveys

Business Operations

- Improve our website and services
- Analyze usage patterns and customer preferences
- Conduct market research and analytics
- Ensure compliance with legal and regulatory requirements
- Protect against fraud and unauthorized access

Marketing and Advertising

- Personalize your experience on our website
- Display relevant advertisements
- Measure the effectiveness of our marketing campaigns
- Send targeted promotional communications (with your consent)

TEXT AND PHONE COMMUNICATIONS

Consent to Receive Communications

By providing your phone number to us, you are providing express written consent to receive communications from us at that number. We may contact you via:

- Text messages (SMS/MMS)
- Voice calls (including autodialed and prerecorded calls)
- Push notifications (if you have our mobile app)

Types of Communications

Transactional Communications (No Opt-Out Available): You will receive essential communications related to your storage account, including:

- Rental confirmations and lease agreements
- Payment confirmations and receipts
- Account status updates and notifications
- Security alerts and access notifications
- Past due notices and payment reminders

- Unit availability confirmations
- Customer service responses
- Emergency notifications

Promotional Communications (Opt-In Required): With your separate consent, you may receive promotional messages including:

- Special offers and discounts
- New service announcements
- Facility updates and improvements
- Seasonal promotions
- Referral programs
- Customer satisfaction surveys

Message Frequency and Timing

- Transactional messages: Frequency varies based on your account activity
- Promotional messages: Approximately 0-5 messages per month (if you opt in)
- Timing: Messages may be sent during normal business hours (8 AM - 8 PM local time)
- Emergency communications: May be sent at any time

Opt-Out Instructions

For Promotional Messages:

- Reply "STOP" to any promotional text message
- Call us at [NUMBER] to opt out
- Email us at [EMAIL]
- Log into your account and update preferences

For Transactional Messages: You cannot opt out of transactional messages while you maintain an active account with us, as these are necessary for account management and security.

Message and Data Rates

Standard message and data rates may apply based on your mobile carrier's plan. We do not charge for text messages, but your carrier may. Contact your mobile provider for details about your messaging plan.

Carrier and Service Provider Information

Text messages are sent through Twilio, a third-party communication service provider. By consenting to receive text messages, you acknowledge that:

- Your phone number and message content will be shared with Twilio
- Twilio's own privacy policy and terms of service apply to their handling of your data
- We may use additional communication service providers as needed

Communication Consent Management

You can update your communication preferences at any time through your online account

Consent is specific to the phone number provided - if you change numbers, you must provide new consent

We will honor opt-out requests within 10 business days

Opting out of promotional messages does not affect necessary account-related communications

Phone Call Recording

Phone calls to and from our facility may be recorded for quality assurance, training purposes, and to maintain accurate records. By calling us or accepting our calls, you consent to such recording.

HOW WE SHARE YOUR INFORMATION

We may share your information with:

Service Providers

- **Cubby Enterprises, Inc.:** Provides integrated software components for storage unit management, reservations, and customer communications
- **Twilio:** Provides text messaging and voice communication services. When you provide your phone number, we share it with Twilio along with message content to deliver communications to you
- **Website hosting provider:** [e.g., Duda or other platform] hosts and maintains our website infrastructure
- **Payment processors:** To process payments and prevent fraud
- **Identity verification services:** To verify your identity and prevent fraud
- **Other communication services:** May include additional providers for voice calls, email delivery, and push notifications
- **IT and security providers:** To maintain and secure our systems

Legal and professional advisors: Including attorneys and accountants

Business Partners

- **Marketing partners:** To provide relevant offers and services (with your consent)
- **Analytics providers:** To help us understand website usage and improve our services
- **Advertising networks:** To display relevant advertisements

Legal and Safety Requirements

We may disclose your information when required by law or when we believe disclosure is necessary to:

- Comply with legal obligations, court orders, or government requests
- Protect our rights, property, or safety
- Protect the rights, property, or safety of our customers or others
- Prevent fraud or illegal activities
- Enforce our terms of service or other agreements

Business Transfers

In the event of a merger, acquisition, sale of assets, or bankruptcy, your information may be transferred to the successor entity.

DATA SECURITY

We implement appropriate technical and organizational measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction. These measures include:

- Encryption of sensitive data in transit and at rest
- Secure data storage with access controls
- Regular security assessments and updates
- Employee training on data protection
- Secure payment processing through certified providers

However, no method of transmission over the internet or electronic storage is 100% secure. While we strive to protect your information, we cannot guarantee absolute security.

YOUR RIGHTS AND CHOICES

Access and Correction

You have the right to access, update, or correct your personal information. You can:

- Log into your account to view and update your information
- Contact us to request access to your information
- Request corrections to inaccurate information

Communication Preferences

You can control how we communicate with you:

- Opt out of promotional emails by clicking the unsubscribe link
- Opt out of promotional text messages by replying "STOP"
- Contact us to update your communication preferences
- Note that you may continue to receive transactional communications related to your account

Account Deletion

You may request deletion of your account and personal information, subject to:

- Legal requirements to retain certain information
- Legitimate business interests (such as fraud prevention)
- Outstanding obligations or disputes

California Privacy Rights

If you are a California resident, you may have additional rights under the California Consumer Privacy Act (CCPA), including:

- Right to know what personal information we collect and how we use it
- Right to delete personal information (with certain exceptions)
- Right to opt out of the sale of personal information
- Right to non-discrimination for exercising your privacy rights

To exercise these rights, please contact us using the information provided below.

COOKIES AND TRACKING TECHNOLOGIES

We use cookies and similar technologies to:

- Remember your preferences and login information
- Analyze website usage and improve our services
- Provide personalized content and advertisements
- Ensure website security and prevent fraud

You can control cookies through your browser settings. However, disabling cookies may limit your ability to use certain features of our website.

CHILDREN'S PRIVACY

Our services are not directed to children under 13 years of age. We do not knowingly collect personal information from children under 13. If you believe we have collected information from a child under 13, please contact us immediately.

INTERNATIONAL TRANSFERS

Your information may be transferred to and processed in countries outside your residence. We ensure appropriate safeguards are in place to protect your information in accordance with applicable privacy laws.

CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time. When we make changes, we will:

- Post the updated Privacy Policy on our website
- Update the "Last Updated" date
- Provide notice of material changes as required by law

We encourage you to review this Privacy Policy periodically to stay informed about our privacy practices.

CONTACT INFORMATION

If you have questions about this Privacy Policy or our privacy practices, please contact us:

Greylock Storage

Address: 50 Downing Two, Pittsfield, MA 01201

Phone: 413-499-0815

Email: info@greylockstorage.com