



THUNDER X TITANS

Privacy Policy

Covers the website, advertising and lead generation services, calling and BPO services, the SMS messaging program, call recording and video meetings.

EFFECTIVE DATE: 13 OCTOBER 2026 · LAST UPDATED: 13 OCTOBER 2026

This Privacy Policy explains what information Thunder X Titans collects, why we collect it, how we use it, and the choices you have. It covers our website at thunderxtitans.com, our advertising and lead generation services, our calling and appointment setting services, our BPO services, our text messaging program, and the video meetings we hold with clients and prospects.

1. Who we are

Thunder X Titans ([ADD: registered legal entity name, e.g. Thunder X Titans LLC]) is a performance marketing, sales and BPO company operating across the United States, Australia, Europe and the Middle East.

- Website: thunderxtitans.com
- Email: eric.moore@thunderxtitans.com
- Phone: +1 773 997 1577
- Registered address: [ADD: registered business address]

For the purposes of data protection law we act as a **controller** for information about our own visitors, prospects and clients, and as a **processor** when we handle information belonging to a client under a services agreement.

2. Information we collect

2.1 Information you give us

- Name, business name, email address, phone number and country or market.
- Details you share about your business, budget, offer and current results.
- Booking details when you schedule a call with us.
- Anything you choose to tell us by email, phone, text message or on a call.

2.2 Information collected automatically

- IP address, approximate location derived from it, browser and device type.

- Pages viewed, time on page, referring source and the links you click.
- Cookie and analytics identifiers, as described in section 6.

2.3 Information from calls, meetings and messages

- Call records, call outcomes, notes and appointment details.
- Text message content and delivery status for numbers enrolled in our messaging program.
- Video meeting details, and recordings or transcripts where they are made. See section 7.

2.4 Information from clients and third parties

When we run campaigns for a client, we receive lead information generated by those campaigns, including the contact details a lead submits. We handle that information on the client's instructions under our services agreement.

3. How we use information

- To respond to enquiries and schedule and hold strategy calls.
- To deliver the services a client has engaged us for, including advertising, lead generation, calling, qualification, appointment setting and BPO support.
- To contact leads generated by campaigns we run, by phone, email or text, where there is a lawful basis or valid consent to do so.
- To measure and improve campaign and website performance.
- To keep records, raise invoices and meet legal, tax and regulatory obligations.
- To protect our systems and prevent fraud and abuse.

Our lawful bases, where that concept applies, are: performance of a contract, legitimate interests in operating and marketing our business, consent where we rely on it (including for text messages and non-essential cookies), and compliance with legal obligations.

4. Text messaging program (SMS and MMS)

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. All of the categories described in this policy exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

4.1 What the program is

Thunder X Titans sends text messages for customer care, appointment scheduling and confirmation, follow-up on an enquiry you submitted, and account or service notifications. Where a message is promotional, it is sent only to recipients who have given prior express written consent.

4.2 How consent is collected

- By submitting a form on thunderxtitans.com or on a campaign landing page we operate, where the consent language and a link to this policy are shown next to the submit button.
- By replying to or initiating a text message conversation with us.

- Verbally during a call, where the consent is recorded in our CRM with the date, time and the wording used.
- In writing as part of a services agreement.

Consent to receive text messages is never a condition of purchasing any product or service.

4.3 Program terms

- **Message frequency varies** based on your enquiry and the stage of your conversation with us.
- **Message and data rates may apply.** Charges come from your mobile carrier, not from us.
- Reply **STOP** to any message to opt out. You will receive one final message confirming that you have been unsubscribed, and no further messages after that.
- Reply **HELP** for assistance, or contact us at eric.moore@thunderxtitans.com or +1 773 997 1577.
- Carriers are not liable for delayed or undelivered messages.
- Supported carriers may change without notice.

4.4 How opt-in data is handled

Mobile phone numbers and the record of consent are stored in our CRM and used only to send the messages described above. We share them with our messaging and telecommunications providers solely to transmit those messages on our behalf. Those providers are contractually prohibited from using the information for their own purposes. We do not sell, rent or share mobile opt-in data or consent with any third party, affiliate or lead buyer for marketing purposes.

5. Calls and call recording

We make and receive calls as part of our sales, appointment setting and BPO services. Where a call is recorded or monitored for quality, training or record keeping, we tell you at the start of the call and, where the law requires it, we ask for your consent before recording continues. You may ask us not to record.

6. Cookies and analytics

Our website uses cookies and similar technologies, loaded through a tag manager, for two purposes:

- **Essential:** making the site work and remembering basic session state.
- **Analytics and advertising:** understanding how the site is used and measuring the performance of our advertising, including conversion events such as a booking being completed.

You can block or delete cookies in your browser settings. Blocking essential cookies may stop parts of the site from working. Where required by law, we ask for consent before setting non-essential cookies.

7. Video meetings

Strategy calls, onboarding sessions and client meetings may be held over a third-party video conferencing service. When you join a meeting with us, that provider processes your name, email address, IP address, device information and audio or video content under its own privacy policy.

Where we record a meeting or generate a transcript, we tell participants before recording begins and recordings are stored only for as long as set out in section 9. You may decline to be recorded and remain in the meeting.

8. How we share information

We share information only in these situations:

- **Service providers** who operate our tools on our behalf, including hosting, CRM, analytics, scheduling, telephony, messaging and video conferencing providers. They may use the information only to provide the service to us.
- **Advertising platforms**, where we send conversion signals so a client's campaigns can be measured and optimised.
- **Clients**, where we generated or qualified a lead on their behalf and the lead was collected for that purpose.
- **Legal and safety**, where we are required to comply with law, enforce an agreement, or protect our rights or the rights of others.
- **Business transfer**, if the business or part of it is sold or reorganised, subject to the protections in this policy.

We do not sell personal information. As stated in section 4, text messaging opt-in data and consent are excluded from all sharing described above.

9. How long we keep information

- Enquiries that do not become clients: [ADD: retention period, e.g. 24 months]
- Client records and campaign data: [ADD: retention period, e.g. 7 years after the engagement ends]
- Call and meeting recordings: [ADD: retention period, e.g. 12 months]
- Text message records and consent records: [ADD: retention period, e.g. 4 years, which is what carriers expect for consent records]
- Records we must keep for tax, accounting or legal reasons: for the period the relevant law requires.

When a retention period ends we delete the information or anonymise it so it can no longer be linked to you.

10. Security

We use access controls, account-level permissions, encrypted connections and reputable vendors to protect information. No method of transmission or storage is completely secure, and we cannot guarantee absolute security. If a breach affects your information and the law requires us to notify you, we will.

11. Your rights and choices

Depending on where you live, you may have the right to:

- Request a copy of the personal information we hold about you.
- Ask us to correct information that is inaccurate.
- Ask us to delete information, subject to our legal obligations.
- Object to or restrict certain processing, including direct marketing.
- Withdraw consent at any time, including by replying STOP to a text message or using the unsubscribe link in an email.
- Ask for your information in a portable format.
- Be free from discrimination for exercising any of these rights.

To exercise any of these, email eric.moore@thunderxtitans.com. We will verify your identity before acting and respond within the time the applicable law allows. If we hold the information as a processor for a client, we will refer your request to that client and support them in answering it.

12. International transfers

We operate across several regions and our service providers may store or process information outside your country, including in the United States. Where information is transferred out of a region that restricts such transfers, we rely on the safeguards permitted by that region's law, such as standard contractual clauses.

13. Children

Our services are for businesses. They are not directed to children and we do not knowingly collect information from anyone under 16. If you believe a child has given us information, contact us and we will delete it.

14. Changes to this policy

We may update this policy as our services or the law change. The effective date at the top shows when it was last revised. Material changes will be announced on this page before they take effect.

15. Contact us

Questions about this policy, or about how we handle your information:

- Email: eric.moore@thunderxtitans.com
 - Phone and text: +1 773 997 1577
 - Post: **[ADD: registered business address]**
-

Highlighted fields marked [ADD: ...] must be completed before this document is filed or published. Effective date: 13 October 2026. The current version of this document is published at thunderxtitans.com.