

Privacy Policy

Kaizen BPO, Inc.

Last updated: October 26, 2026

Kaizen BPO, Inc. ("Kaizen," "we," "us," or "our") respects your privacy. This Privacy Policy explains how we collect, use, share, and protect personal information when you visit kaizenbpo.com and our related websites (the "Site"), contact us, or communicate with us by phone, email, or text message.

By using the Site, you agree to the practices described in this Privacy Policy. If you do not agree, please do not use the Site.

1. Information We Collect

We collect the following types of information:

- 1. Information you give us.** When you fill out a form, request information, apply to become a partner, subscribe to our newsletter, or contact us, we may collect your name, email address, phone number, company name, job title, the services you are interested in, and any other information you choose to include in your message.
- 2. Information collected automatically.** When you visit the Site, we and our service providers may automatically collect your IP address, browser type, device type, operating system, pages viewed, links clicked, referring website, and the date and time of your visit.
- 3. Communications.** If you call, email, or text us, we may keep records of those communications, including call recordings where permitted by law and where you have been notified.

2. Cookies and Similar Technologies

The Site uses cookies and similar technologies to keep the Site working properly, remember your preferences, and understand how visitors use the Site. We may also use third-party analytics tools to measure traffic and improve the Site. Most browsers let you block or delete cookies through their settings. If you block cookies, some parts of the Site may not work as intended.

3. How We Use Your Information

We use the information we collect to:

1. Respond to your questions and requests
2. Provide information about our services, including proposals and quotes you request
3. Evaluate partnership and business opportunities
4. Send newsletters and business updates you have signed up for
5. Operate, maintain, secure, and improve the Site
6. Comply with legal obligations and enforce our agreements
7. Protect the rights, property, and safety of Kaizen, our clients, and others

4. How We Share Your Information

We do not sell your personal information. We may share your information only in the following situations:

1. **Service providers.** With vendors who help us run our business, such as website hosting, email delivery, customer relationship management, and analytics providers. These providers may use your information only to perform services for us.
2. **Affiliates.** With companies under common ownership or control with Kaizen BPO, Inc., for the purposes described in this Privacy Policy.
3. **Legal requirements.** When required by law, court order, or government request, or when we believe disclosure is necessary to protect our rights or the safety of others.
4. **Business transfers.** In connection with a merger, acquisition, financing, or sale of all or part of our business.
5. **With your consent.** When you direct us to share your information.

5. Text Messaging (SMS)

If you provide your mobile number and agree to receive text messages from Kaizen, we will use your number to send the messages you requested, such as responses to inquiries, appointment reminders, and service updates. Message frequency varies. Message and data rates may apply. You can reply STOP at any time to stop receiving messages, or reply HELP for help. Consent to receive text messages is not a condition of any purchase.

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

6. Information We Process for Our Clients

Kaizen provides outsourced services to businesses. When we handle personal information on behalf of a client, such as when our agents answer calls or process records for that client, we act as a service provider to that client. The client's own privacy policy governs that information, and our handling of it is governed by our agreement with the client. If you have questions about information we process for one of our clients, please contact that client directly.

7. International Operations

Kaizen is based in the United States and operates service centers outside the United States, including in the Philippines. Information we collect may be transferred to, stored, and processed in those locations. We use contractual, technical, and organizational safeguards designed to protect your information wherever it is processed.

8. Data Security

We use reasonable administrative, technical, and physical safeguards designed to protect personal information from unauthorized access, use, or disclosure. No method of transmission over the internet or electronic storage is completely secure, so we cannot guarantee absolute security.

9. Data Retention

We keep personal information only as long as needed for the purposes described in this Privacy Policy, including to meet legal, accounting, and reporting requirements. When information is no longer needed, we delete it or make it anonymous.

10. Your Choices

1. **Email.** You can unsubscribe from our newsletters and marketing emails at any time by using the unsubscribe link in any email or by contacting us.
2. **Text messages.** Reply STOP to any message to opt out.
3. **Cookies.** You can adjust your browser settings to block or delete cookies.

11. Your California Privacy Rights

If you are a California resident, you may have the following rights under the California Consumer Privacy Act, as amended by the California Privacy Rights Act, to the extent they apply to Kaizen:

1. **Right to know.** You may request the categories and specific pieces of personal information we have collected about you, the sources of that information, why we collected it, and the categories of third parties we share it with.
2. **Right to delete.** You may request that we delete personal information we collected from you, subject to certain exceptions.
3. **Right to correct.** You may request that we correct inaccurate personal information.
4. **Right to opt out of sale or sharing.** We do not sell personal information or share it for cross-context behavioral advertising.
5. **Right to non-discrimination.** We will not discriminate against you for exercising any of these rights.

To make a request, contact us using the information below. We will verify your identity before responding, and we will respond within the time required by law. You may use an authorized agent to make a request on your behalf, and we may ask for proof of that authorization.

Under California's "Shine the Light" law, California residents may also request information about any disclosure of personal information to third parties for their direct marketing purposes. We do not make such disclosures.

12. Children's Privacy

The Site is intended for businesses and is not directed to children under 16. We do not knowingly collect personal information from children under 16. If you believe a child has provided us with personal information, please contact us and we will delete it.

13. Third-Party Websites

The Site may link to other websites, including websites operated by our affiliates and partners. We are not responsible for the privacy practices of websites we do not control. Please review the privacy policy of any website you visit.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we do, we will change the "Last updated" date at the top of this page. Your continued use of the Site after any change means you accept the updated Privacy Policy.

15. Contact Us

If you have questions about this Privacy Policy or want to exercise your privacy rights, please contact us:

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