



At CrayLink LLC (D.B.A. CrayNotary), we are committed to protecting your privacy. This Privacy Policy explains how we collect, use, share, and safeguard your personal information when you use our services. By using our services, you consent to the practices described in this Policy.

1 INFORMATION WE COLLECT

We may collect the following categories of information to provide, improve, and secure our services:

- **Personal Identification Information:** Name, email address, phone number, physical address, mailing address, and government-issued identification documents.
- **Transaction and Notarization Records:** Documents submitted for our services, audio and video recordings of notarization sessions, and related correspondence.
- **Financial Information:** Payment card details, bank account information, and transaction records processed through our payment and banking service providers.
- **Biometric Information:** We do not directly collect or store biometric data. However, certain third-party identity verification partners may collect facial recognition data, voiceprints, or other biometric identifiers as part of the identity verification process. Please review the policies of each third-party provider listed in Section 3.
- **Technical Data:** IP address, device identifiers, browser type and version, operating system, and usage data collected through cookies or similar tracking technologies.

2 HOW WE USE YOUR INFORMATION

2.1 Service Delivery

We use your information to schedule and perform our services, verify your identity, and process payments.

2.2 Legal and Regulatory Compliance

We retain and process certain records as required by applicable law. CrayLink LLC is governed by default under the laws of the State of Illinois, including the Illinois Notary Public Act and the Illinois Electronic Commerce Security Act. However, our notaries may be commissioned in and operate under the laws of other U.S. states. When a notarization is performed by a notary commissioned in another state, we also retain records in accordance with the applicable laws of that state. In all cases, our baseline practices comply with Illinois law as the minimum standard.

2.3 Fraud Prevention and Security

We use your information to detect and prevent fraudulent activity, unauthorized access, and other security threats.

2.4 Customer Support and Service Improvements

We use your information to respond to inquiries, resolve disputes, and improve the quality and availability of our services.



2.5 Artificial Intelligence Processing

CrayLink LLC uses artificial intelligence tools and platforms provided by our AI service partners to assist with internal operations such as scheduling, client communications, document drafting support, and data analysis. When your information is processed through AI systems, it is subject to the data handling practices of those systems as described in Section 3. We do not use AI to make legally significant decisions about you without human review. AI-assisted outputs used in connection with our services are always reviewed by an authorized representative of CrayLink LLC before being relied upon.

2.6 Marketing and Communications

With your consent, we may use your contact information to send service-related updates and promotional communications. You may opt out at any time by contacting us at howdy@CrayNotary.com.

3 DATA SHARING AND THIRD PARTIES

We do not sell your personal data. We do not share your personal data with third parties except in the following circumstances:

Service Providers Bound by Contract: We share data with contracted service providers necessary to deliver our services. All such providers are required to comply with applicable privacy laws and maintain appropriate data protection measures.

Third-Party Partners and Data Holders: The following third parties may receive, process, or store your personal data in connection with our services. You should review their respective privacy policies directly:

- **Anthropic, PBC** – AI-powered language processing and internal operations
<https://www.anthropic.com/privacy>
- **Stripe, Inc.** – Payment processing and card transaction management
<https://stripe.com/privacy>
- **Mercury Technologies, Inc.** – Client invoicing and ACH payment facilitation
<https://mercury.com/legal/privacy>
- **Choice Financial Group** – FDIC-insured bank and ACH transfer processing partner of Mercury
<https://www.choicefinancialgroup.com/privacy-policy>
- **Airwallex (US) LLC** – International payment processing and currency conversion
<https://www.airwallex.com/us/legal/privacy-policy>
- **Microsoft Corporation** – Email, calendar, document storage, and booking services
<https://privacy.microsoft.com/en-us/privacystatement>
- **FireNetHosting** – Web hosting and infrastructure provider
<https://firenethosting.ca>
- **BlueNotary LLC** – Remote online notarization platform
<https://bluenotary.us/privacy-policy/>
- **Persona Identities, Inc.** – Identity verification and biometric data processing
<https://withpersona.com/legal/privacy-policy>
- **Pactima Inc.** – Document collaboration and eSign services for notarizations
<https://pactima.com/privacy>



Legal Requirements: We will never voluntarily share your personal information or documents with law enforcement or government agencies. We believe strongly in your right to privacy. We may be legally compelled to disclose certain information in response to a valid and duly issued subpoena, court order, or other binding legal process. In such cases, we will disclose only the minimum information required to comply and, where permitted by law, we will notify you before producing any documents or records.

Business Transfers: In the event of a merger, acquisition, or sale of all or a portion of our assets, your information may be transferred as part of that transaction. We will notify you of any such change in ownership or control.

4 AI AND DATA PROCESSING DISCLOSURE

CrayLink LLC uses AI-powered tools provided by our AI service partners to support our internal operations. The following describes how AI interacts with your data:

- **What AI Processes:** AI systems may process client names, contact information, scheduling details, general correspondence, and document content shared during service interactions, which may include pre-signature documents.
- **What AI Does Not Process:** AI systems are not used to process government-issued identification documents, payment card numbers, or raw biometric data. Those categories are handled exclusively by the designated third-party providers listed above.
- **Data Sent to Our AI Partners:** Content submitted to our AI service partners is subject to their respective usage policies and privacy practices, which are disclosed in Section 3. Our AI partners may retain interaction data for a limited period for safety and improvement purposes. CrayLink LLC does not share executed, signed notarization documents with any AI system.
- **No Automated Decision-Making:** No AI system makes final decisions about the validity of a notarization, your identity, or your legal rights. All AI-assisted outputs are reviewed by a human representative before any action is taken.

5 DATA SECURITY AND RETENTION

CrayLink LLC implements industry-standard administrative, technical, and physical security measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction.

- Notarization session recordings (audio, video, and documentation) are retained for a minimum of **seven (7) years** and up to **ten (10) years** as required by applicable law.
- After the applicable retention period, records may be securely deleted or destroyed.
- Personal data collected in connection with an inquiry, service request, or ongoing client relationship may be retained indefinitely at CrayLink LLC's discretion for business, relationship management, and legal purposes.
- You may request deletion of non-essential personal data at any time, and we will honor such requests where we are not legally required to retain the data.
- AI-processed data is subject to the retention policies of the applicable AI service provider. Please review the privacy policies of our AI partners as listed in Section 3.

Data Breach Notification:



In the event of a security breach that compromises your personal information, CrayLink LLC will notify affected individuals as required by applicable law. Notice will be provided without unreasonable delay and, where required, within 72 hours of discovery for high-risk breaches or within 30 days for lower-threshold incidents. Our notification will include, to the extent known at the time: the nature of the breach, the categories of personal data affected, the approximate date of the incident, the steps CrayLink LLC is taking in response, and a point of contact for your questions.

- Illinois residents will be notified in accordance with the Illinois Personal Information Protection Act (PIPA). If a breach affects 500 or more Illinois residents, we will also notify the Illinois Attorney General.
- California, Virginia, Colorado, and Texas residents will be notified in accordance with the breach notification requirements of their respective state laws.
- Notification may be delayed at the written request of law enforcement if providing notice would impede an active criminal investigation.

6 COOKIES AND TRACKING TECHNOLOGIES

Our website and booking platforms may use cookies, web beacons, and similar technologies to recognize your browser, analyze usage patterns, and improve user experience. You may disable cookies through your browser settings, though some features of our platform may not function as intended.

7 YOUR RIGHTS AND CHOICES

Depending on your jurisdiction, you may have the following rights with respect to your personal data:

- **Access and Portability:** You may request a copy of the personal data we hold about you.
- **Correction:** You may request correction of inaccurate or incomplete personal data.
- **Deletion:** You may request deletion of personal data that is no longer necessary, subject to our legal retention obligations. Notarization records cannot be deleted for a minimum period of seven (7) years in accordance with Illinois or other applicable state law.
- **Opt-Out of Non-Essential Processing:** You may opt out of marketing communications and non-essential data processing at any time.
- **Data Sharing Inquiry:** You may request a list of third parties with whom we have shared your data.

Illinois Residents: Illinois residents have additional rights under the Illinois Personal Information Protection Act (PIPA) and the Illinois Biometric Information Privacy Act (BIPA). For biometric-specific rights, please contact the relevant third-party provider directly, as CrayLink LLC does not directly collect biometric data. To exercise these rights, contact us at howdy@CrayNotary.com.

California Residents: Under the California Consumer Privacy Act (CCPA) and California Privacy Rights Act (CPRA), California residents may request disclosure of personal data collected, request deletion of personal data, opt out of the sale or sharing of personal information, and request correction of inaccurate data. CrayLink LLC does not sell personal information. To exercise these rights, contact us at howdy@CrayNotary.com.

Virginia Residents: Under the Virginia Consumer Data Protection Act (VCDPA), Virginia residents have the right to access, correct, delete, and obtain a copy of their personal data, and to opt out of targeted advertising and the sale of personal data. To exercise these rights, contact us at howdy@CrayNotary.com.



Colorado Residents: Under the Colorado Privacy Act (CPA), Colorado residents have the right to access, correct, delete, and obtain a copy of their personal data, and to opt out of profiling and targeted advertising. To exercise these rights, contact us at howdy@CrayNotary.com.

Texas Residents: Under the Texas Data Privacy and Security Act (TDPSA), Texas residents have the right to access, correct, delete, and obtain a copy of their personal data, and to opt out of the sale of personal data. CrayLink LLC does not sell personal information. To exercise these rights, contact us at howdy@CrayNotary.com.

To exercise any of the above rights, contact:

Privacy Officer

CrayLink LLC (D.B.A. CrayNotary)

730 West Lake Street, Suite 189

Chicago, Illinois 60661, United States

Email: howdy@CrayNotary.com

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CHILDREN'S PRIVACY

We permit minors to use our services only with verifiable parental or legal guardian consent, in compliance with applicable law. In the State of Illinois, a minor may only have a document notarized with the consent and presence of a parent or legal guardian, and CrayLink LLC upholds this standard company-wide regardless of the state in which a service is performed. When providing services to a minor, we collect and retain only the minimum personal information necessary to process the notarization. Parents or guardians may contact us at howdy@CrayNotary.com to request access to or deletion of a minor's non-essential data.

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CHANGES TO THIS POLICY

We may update this Privacy Policy to reflect changes in our practices, technology, or applicable law. Material changes will be communicated to clients via email or notice on our website. The effective date at the top of this document will reflect the date of the most recent update. Continued use of our services following any update constitutes acceptance of the revised Policy.

Last Updated: April 17, 2026