

CloudCall Inc Accessibility Feedback Process

Our Commitment to Accessibility

CloudCall Inc (“**CloudCall**”) is dedicated to providing our employees with an equitable workplace and enhancing the accessibility of our products and services. We welcome your feedback about any accessibility barriers you’ve experienced with us, which will be used to help create an accessibility plan as outlined in the Accessible Canada Act and its regulations (“**ACA**”). The ACA defines a barrier as “anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice— that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

To provide accessibility feedback, please contact us in any of the following ways:

- Executive Accessibility Champion: Ted Ruscitti
- email: accessibility@cloudcall.com
- Mail: 268 Summer Street, Boston, MA 02210, USA
- Telephone: [+44 \(0\) 330 335 0000](tel:+44(0)3303350000)

While you can submit your feedback anonymously, we can better serve you and provide a response, if requested, if you provide your name and email address (“Personal Data”). We will not share your Personal Data with any third party and your Personal Data will be kept confidential, unless you consent to disclosure. However, by contacting us, you agree to the collection, use, and storage of your Personal Data provided to us to allow us to respond to you and improve our products and services. If you include your contact information, we will confirm that we have received your feedback.

All feedback will be directed to CloudCall’s legal team and Executive Equality, Diversity Inclusion and Accessibility Champion.

Alternative Formats

If you need a description of our feedback process in a different format, please contact us. You may do so using any of the methods for providing accessibility feedback outlined above.

We can provide the description in print, large print, audio or electronic formats that are compatible with screen readers, screen magnifiers, and other adaptive technologies, in

accordance with the World Wide Web Consortium's latest Web Content Accessibility Guidelines. We will make the description of our feedback process available to you in the requested format as soon as possible, but at the latest:

- In the case of a request for a description in audio format, on the 45th day after the day on which we receive the request; and
- In the case of a request for a description in any other format, on the 20th day after the day on which the request is received.

As our accessibility plans and progress reports become available, you will be able to request them in alternate formats in the same ways as our feedback description.

Feedback Retention and Usage

We are required to retain your feedback for seven years. All feedback received will be converted into a suitable digital format and will be stored in a secure environment. Your feedback will help us continuously improve our accessibility efforts. Some feedback may not require a direct response or immediate follow-up, while some may highlight issues that require immediate attention. However, all feedback received will help CloudCall develop products and services everyone can use, and make our workplaces more inclusive for employees and employment candidates with disabilities. Your feedback may also help us track how we're progressing towards achieving our accessibility goals. We are required to report on our accessibility progress in the years between publishing our accessibility plans. We will consider your feedback as we write our progress reports.