

CloudCall Inc Accessibility Feedback Process

Updated May 2026

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. We comply with applicable laws, including the Accessible Canada Act and its regulations (“**ACA**”), the Twenty-First Century Communications and Video Accessibility Act in the United States (“**CVAA**”), and the Equality Act 2010 in the UK. Your feedback helps us ensure we continue to meet our commitments. To provide accessibility feedback, please contact us in any of the following ways:

- Executive Accessibility Champion: Ned Mason, CFO
- email: accessibility@cloudcall.com
- Mail: 1300 El Camino Real, Suite 100, Menlo Park, CA 94025 or 1 Colton Square, Leicester, United Kingdom, LE1 1QH
- Telephone: +1 617 982 1600 or [+44 \(0\) 330 335 0000](tel:+4403303350000)

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. We will not share your personal data with any third party and will keep it confidential, unless you consent to disclosure or as required by law. 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 Accessibility Champion.

Alternative Formats

If you need a description of our feedback process in a different format, please contact us on the email 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.

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 any progress reports.