

Vonage  
Holdings  
Corp.

 **Active  
Participant**

Other Covered  
Entities

Industries

Participation

Privacy Policy

Dispute  
Resolution

# Vonage Holdings Corp.



 **Active Participant**

## Other Covered Entities

Vonage Worldwide Inc.  
Vonage America, LLC  
Vonage Business Inc.

## Industries

Information and Communications Technology  
Software

## Participation

EU-U.S. Data Privacy Framework :  **Active**

**Original Certification Date**


01/19/2024

**Next Certification Due Date**

01/17/2026

**Data Collected**

HR and Non-HR Data

UK Extension to the EU-U.S. Data Privacy Framework :   
**Active**

**Original Certification Date**

01/19/2024

**Next Certification Due Date**

01/17/2026

**Data Collected**

HR and Non-HR Data

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**Swiss-U.S. Data Privacy Framework :**  **Active**

**Original Certification Date**

01/19/2024

**Next Certification Due Date**

01/17/2026

**Data Collected**

HR and Non-HR Data

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**Purpose of Data Collection**

Vonage's service enables companies to integrate communications capabilities such as voice, video and messaging into their software applications, including mobile, web-based and desktop applications. Vonage collects customer contact information and billing information for the purpose of facilitating its relationship with its customers and providing its services. In addition, Vonage uses and collects customer information in connection with the customers actual use of the service and, in this instance, the type of data processed will depend on the services a customer uses. For example, if the customer uses Vonage's voice capabilities, Vonage will process data such as user telephone numbers, call recordings, transcripts, unique identifiers, date and time of the call and other transactional data. Customer data may be shared with third parties including communication service providers, business operations vendors, payment gateway companies and partners. When an individual visits Vonage's website, Vonage collects visitor information including the visitor's browser, IP address and the pages requested. Vonage also collects prospective customer information such as name, email and other contact details for the purpose of sending marketing materials. Vonage processes data relating to its

job applicants and employees. Vonage processes job applicant data for the purpose of talent acquisition. Job applicant data may include name, contact details, resumes and other data relevant to applying for employment. Job applicant data may be shared with approved third parties such as recruiters, agents and background checking services in order to facilitate vetting and hiring of prospective employees. Vonage processes the data of its employees for the purpose of providing employment. Employee data may include name, contact details, bank information, medical information, performance management information, strategy and planning data. Employee data may be shared with approved third parties in order to provide services to our employees, e.g. employee benefits purposes.

## Privacy Policy

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### HR Data

#### Name

Job Applicant Privacy Notice

#### Description

Vonage Job Applicant Privacy Notice. Existing policy is available to applicants, with this proposed updated draft intended to be effective February 1, 2025.

#### Effective Date

02/01/2025

### HR Data

#### Name

Global Worker Data Protection Notice

#### Description

Vonage Global Worker Data Protection Notice. Existing policy is available to employees, with this proposed updated draft intended to be effective February 1, 2025.

#### Effective Date

02/01/2024

### Non-HR Data

**Name**

Vonage Privacy Policy for EU-US Data Protection Framework

**Description**

Vonage Privacy Policy for EU-US Data Protection Framework. Most recent update May 7, 2024.

**Effective Date**

05/07/2024

**Policy Link**

[https://www.vonage.com/legal/privacy-policy/?icmp=footer\\_legalpolicy\\_privacy](https://www.vonage.com/legal/privacy-policy/?icmp=footer_legalpolicy_privacy) ([https://www.vonage.com/legal/privacy-policy/?icmp=footer\\_legalpolicy\\_privacy](https://www.vonage.com/legal/privacy-policy/?icmp=footer_legalpolicy_privacy))

**Verification Method**

Self-Assessment

## Dispute Resolution

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**QUESTIONS OR COMPLAINTS?**

If you have a question or complaint regarding the covered data, please contact Vonage Holdings Corp. at:

Caroline Prieto

Chief Privacy Officer

Vonage Holdings Corp.

101 Crawfords Corner Rd Ste 2416

Holmdel, NJ 07733

Email: [privacy@vonage.com](mailto:privacy@vonage.com) (<mailto:privacy@vonage.com>)

Phone: +1 904 481 4318

Data Privacy Framework organizations must respond within 45 days of receiving a complaint.

If you have not received a timely or satisfactory response from Vonage Holdings Corp. to your question or complaint, please contact the independent recourse mechanism listed below.

**HR Recourse Mechanism**

EU Data Protection Authorities (DPAs) ([https://edpb.europa.eu/about-edpb/board/members\\_en](https://edpb.europa.eu/about-edpb/board/members_en))  
UK Information Commissioner's Office (ICO) (<https://ico.org.uk/make-a-complaint/uk-extension-to-the-eu-us-data-privacy-framework-complaints-tool/>)  
Swiss Federal Data Protection and Information Commissioner (FDPIC) ([https://www.edoeb.admin.ch/edoeb/en/home/deredoeb/kontakt/kontaktformular\\_uebrige.html](https://www.edoeb.admin.ch/edoeb/en/home/deredoeb/kontakt/kontaktformular_uebrige.html))  
**Non-HR Recourse Mechanism**  
ICDR-AAA DPF IRM Service ([https://go.adr.org/dpf\\_irm.html](https://go.adr.org/dpf_irm.html))

Appropriate statutory body with jurisdiction to investigate any claims against Vonage Holdings Corp. regarding possible unfair or deceptive practices and violations of laws or regulations covering privacy Federal Trade Commission (<https://www.ftc.gov>).

CLOSE

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The [International Trade Administration \(http://www.trade.gov\)](http://www.trade.gov) (ITA), [U.S. Department of Commerce \(https://www.commerce.gov\)](https://www.commerce.gov) manages this site to facilitate the Data Privacy Framework program in the United States. External links to other Internet sites should not be construed as an endorsement of the views or privacy policies contained therein. This site contains PDF documents. A [PDF Reader \(https://get.adobe.com/reader/\)](https://get.adobe.com/reader/) is available from Adobe Systems Incorporated.

U.S. Department of Commerce | Data Privacy Framework Program | 1401 Constitution Avenue, N.W. | Room 11018 | Washington, D.C. 20230

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