

Privacy Policy

Last updated: 30 September 2026

Proxnum is the trading name of Neuroloud Networks and Technologies Limited, a company incorporated in Kenya.

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This Privacy Policy explains how Neuroloud Networks and Technologies Limited ("Neuroloud", "we", "us", or "our"), trading as Proxnum, collects, uses, discloses, and protects personal information when you use <https://proxnum.com> and our virtual phone number and SMS verification services (the "Services").

By using the Services, you acknowledge this policy. A separate statement of processing roles and safeguards is available in our Data Processing Policy at <https://proxnum.com/data-processing-policy>.

1. Information we collect

We collect information you provide and information generated through use of the Services.

Information you provide

- Account details such as name, email address, phone number, and billing address
- Payment-related details handled by our payment service providers (we do not store full card numbers on our servers)
- Support and correspondence you send to us
- Service data such as numbers you manage and related message content needed to deliver the Service

Information collected automatically

- Usage data such as IP address, browser and device information, pages visited, and time on site
- Cookies and similar technologies used for authentication, preferences, and traffic analysis

2. How we use information

- To create, maintain, and secure accounts
- To provide, operate, and improve the Services
- To process transactions and related notices
- To send service, security, and support communications
- To respond to enquiries and support requests
- To monitor usage, reliability, and abuse
- To detect and address fraud, security issues, and misuse
- To comply with law, sanctions requirements, and our Terms of Service

3. Legal bases (EEA / UK)

Where applicable, we process personal data on these bases:

- Contract "EUR" to provide the Services under our terms
- Legitimate interests "EUR" security, operations, and improvement, where not overridden by your rights
- Consent "EUR" where we ask for it (for example certain marketing); you may withdraw at any time
- Legal obligation "EUR" where the law requires processing

4. How we share information

We share personal data only as needed to run the Services:

- Service providers " payment providers, hosting, messaging, email delivery, and analytics partners who process data on our instructions and under confidentiality obligations
- Legal requirements " where required by law, court order, or to protect rights, property, or safety
- Business transfers " if Neuroloud is involved in a merger, acquisition, or asset sale
- With your consent " for any other purpose you agree to

We do not sell personal data.

5. Retention

We keep personal information only as long as needed for the purposes in this policy, including legal, accounting, and dispute-resolution needs.

- Account information " while the account is active and for a limited period afterward as required
- Message and activation logs " typically up to 12 months, unless a longer period is required by law

You may request account deletion subject to legal retention rules.

6. Your rights

Depending on where you live, you may have rights to access, correct, erase, restrict, or object to processing, and to data portability. To exercise these rights, contact us using the details below. We will respond within applicable legal timeframes.

7. International transfers

Neuroloud Networks and Technologies Limited is incorporated in Kenya and operates the Proxnum Services primarily from Kenya. If you use the Services from elsewhere, your information may be transferred to and processed in Kenya. Where required, we use appropriate safeguards such as Standard Contractual Clauses for EEA/UK transfers.

8. Security

We use technical and organisational measures appropriate to the risk, including HTTPS with TLS for data in transit, access controls, and monitoring. No method of transmission or storage is completely secure.

9. Sanctioned jurisdictions

Payments from sanctioned or restricted jurisdictions are not accepted. You must not use the Services if you are located in, or accessing them from, a sanctioned or restricted jurisdiction. We may decline, reverse, or block payments and access that appear to involve such jurisdictions.

10. Children

The Services are not directed to anyone under 18. We do not knowingly collect personal information from children. If we learn that we have, we will delete it.

11. Changes

We may update this policy from time to time. Material changes will be reflected by updating the "Last updated" date on this page.

12. Contact

Neurocloud Networks and Technologies Limited (trading as Proxnum)

Email: helol@proxnum.com / support@proxnum.com

Website: <https://proxnum.com>