

PRIVACY POLICY OF AI FRONT DESK, INC.

Effective date: 1st January 2024

1. Introduction

This Privacy Policy outlines the practices of AI Front Desk, Inc. ("we", "us", or "our") regarding the collection, use, and disclosure of personal and non-personal information of the users ("you", "your", or "user") of our website and services. Our commitment to ensuring the privacy and security of your information is paramount.

This document is crafted in compliance with the General Data Protection Regulation (GDPR), California Consumer Privacy Act (CCPA), Children's Online Privacy Protection Act (COPPA), and other relevant data protection laws.

2. Company Details

AI Front Desk, Inc. is a Delaware C Corporation specializing in AI phone receptionist services for small businesses. Our principal place of business is located in California, USA. As the data controller, we determine the purposes and means of processing personal data provided by you through our website, phone software, and services.

3. Scope and Application

This Privacy Policy applies to all information collected through our website www.myaifrontdesk.com, our AI phone receptionist services, and any other services we provide. It covers information collected from visitors and registered users of our services.

4. Information Collection

We collect two types of information: personal information and non-personal information. Personal information identifies you or can be used in combination with other information to identify you and includes, but is not limited to, your name, contact details, billing information, and interaction records with our AI receptionist. Non-personal information is data that cannot be used to identify you directly, such as usage statistics and general demographic information.

5. Use of Information

The information we collect is used to:

- Provide and improve our services.
- Communicate with you about your use of our services.
- Process payments and manage your account.
- Comply with legal obligations.
- Enhance user experience and customize our interactions.
- Conduct internal analytics and market research.

6. Information Collection, Sharing and Disclosure

6.1 Collection of Information: At AI Front Desk, Inc., we are dedicated to delivering a comprehensive AI phone receptionist service while maintaining the highest standards of privacy and security. To provide and enhance our services, we collect various types of information, which include:

- **Personal Identification Information:** This includes your name, email address, and contact details, collected during the registration process.
- **Business Information:** We collect information related to your business, such as business name, business address, industry type, and the nature of your business operations, to tailor our services to your specific needs.
- **Billing and Payment Information:** Necessary for processing transactions and maintaining your account.
- **Call Logs and Metadata:** We gather details of your interactions through our service, including call duration, logs, timestamps, caller IDs, and destination numbers.
- **Text Logs and Metadata:** Information related to text interactions, including time of texts and the nature of text communications.
- **Usage Data:** This encompasses data such as the frequency and duration of service usage, user preferences, and settings selected within our services.
- **Customer Support Interactions:** Information provided by you during direct communications or through our customer support channels.

6.2 Use of Collected Information: The information we collect is essential for providing personalized and effective services. We use this data to:

- Enhance and customize our AI receptionist services to better suit your business needs.
- Process payments and manage your account efficiently.
- Improve our service offerings through analysis of call and text logs.
- Ensure compliance with legal and regulatory obligations.

6.3 Disclosure of Information: Your privacy is our top priority. We do not share, sell, or disclose your personal or business information to third parties, except in the following circumstances:

- To provide you with the requested services, such as integrating with third-party tools that you use in conjunction with our services.
- When required by law or to comply with legal processes.
- To protect the rights, property, or safety of AI Front Desk, Inc., our users, or the public.
- In connection with a merger, acquisition, or sale of all or a portion of our assets.

6.4 Internal Use of Data: While we collect call logs, text logs, and their metadata, this information is strictly used for internal purposes, such as improving our software and enhancing service quality. We commit to never distributing this sensitive data externally.

By using our services, you acknowledge and agree to the collection and use of your information as outlined in this policy. We are committed to protecting your data with the highest standards of security and confidentiality.

7. Consent and Choice

By using our services, you consent to the collection and use of your information as outlined in this policy. You have the choice to opt-out of certain data collection and use practices. For personal information, you may modify, update, or request deletion through your account settings or by contacting us directly.

8. Data Retention and Deletion

We retain personal information for as long as necessary to provide our services, comply with legal obligations, resolve disputes, and enforce our agreements. Once the need for retention ceases, we securely delete or anonymize your personal information, unless statutory obligations dictate otherwise.

9. Children's Privacy

We do not knowingly collect or solicit information from children under the age of 18. As per our terms and conditions, users must be at least 18 years old to access our services. If we learn that we have collected personal information from a child under 18 without verification of parental consent, we will take steps to remove that information from our servers.

10. International Data Transfers

Your information may be transferred to, stored, and processed in a country other than the one in which it was collected. We ensure that transfers outside your country are protected by data protection laws and safeguarded by appropriate contractual clauses and other measures.

11. Security Measures

We implement robust security measures to protect your data from unauthorized access, alteration, disclosure, or destruction. These include internal reviews of our data collection, storage, processing practices, and security measures, as well as physical security measures to guard against unauthorized access to systems.

12. Data Breach Notification

In the event of a data breach, we will promptly notify you and the relevant authorities if there is a risk to your rights and freedoms as required by law. We will detail the nature of the breach, the categories and approximate number of individuals concerned, and the measures taken to address the breach.

13. Third-Party Links and Services

Our website may include links to third-party websites. We are not responsible for the privacy practices of these external sites. We encourage you to be aware when you leave our site and to read the privacy policies of each website that collects personal information.

14. Use of Cookies and Tracking Technologies

Our use of cookies is guided by our commitment to transparency and user choice. We employ essential cookies for website functionality, performance cookies to analyze how users interact with our site, targeting cookies to deliver tailored advertising, and social media cookies for content sharing. Users have the option to customize their cookie preferences, providing control over their data.

15. AI and Automated Decision-Making

Our services use Artificial Intelligence (AI) for various functions. We are committed to responsible AI use, adhering to regulatory guidelines.

16. California Consumer Privacy Act (CCPA) Compliance

In compliance with the CCPA, California residents have specific rights regarding their personal information. These include the right to request disclosure of data collection and sharing practices, as well as the right to request deletion of personal information.

17. GDPR Compliance

In adherence to the General Data Protection Regulation (GDPR), we extend the following rights to our users within the European Union:

- **Right to Access:** You may request access to your personal data processed by us.
- **Right to Rectification:** You have the right to correct any inaccurate or incomplete personal data.
- **Right to Erasure:** You may request the deletion of your data where it is no longer necessary for us to retain it.
- **Right to Restrict Processing:** You have the right to request a limitation on how we process your personal data.
- **Right to Data Portability:** You can receive your personal data in a structured, commonly used format.
- **Right to Object:** You may object to the processing of your personal data for specific purposes.

We also commit to:

- Ensuring lawful, fair, and transparent processing of personal data.
- Implementing appropriate technical and organizational measures to safeguard personal data against unauthorized access or alteration.
- Notifying the appropriate authorities and users in the event of a data breach in accordance with GDPR timelines.

This section of our Privacy Policy demonstrates our commitment to GDPR compliance, offering protection and rights to our users within the EU.

18. Impact of AI and ADMT

AI Front Desk, Inc. leverages AI and Automated Decision-Making Technologies (ADMT) to enhance user experience and service efficiency. We are committed to using these technologies responsibly, ensuring they align with privacy regulations and ethical standards. Our ADMT practices include safeguards against biases and errors, with provisions for human oversight and intervention.

19. Regular Updates and Version Control

This Privacy Policy is subject to periodic review and updates to reflect legal, technological, and operational changes. We maintain a version control log, accessible to users, documenting each amendment for transparency and historical reference.

20. Data Protection Officer (DPO) Contact

Inquiries regarding data protection and privacy practices can be directed to our Data Protection Officer at [DPO Contact Information]. The DPO is responsible for overseeing data protection strategy and implementation, ensuring compliance with data privacy regulations.

21. Risk Assessment and Mitigation Strategies

Our approach to data privacy includes proactive risk assessments and the implementation of robust mitigation strategies. These measures are designed to identify potential data security vulnerabilities and implement effective safeguards, thereby ensuring the integrity and security of our users' data.

22. Changes to the Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page. Your continued use of our services after any modification constitutes your acceptance of the updated policy.

23. Contact Information

For any questions or comments about this Privacy Policy, please contact us at: contact@myaifrontdesk.com.

24. Compliance with State-Specific Laws

We comply with state-specific data privacy laws. Our practices are regularly reviewed and updated to adhere to the latest legal requirements of states where our services are available.

25. Best Practices and Compliance Review

We are committed to following best practices in data privacy and regularly review our compliance with applicable laws and regulations. This includes conducting data protection impact assessments and updating our practices as necessary to ensure the highest standards of data protection.