

VowChat.ai — Privacy Policy

VowChat.ai — Privacy Policy

Effective Date: October 17, 2025

Entity: VowChat Solutions Inc.

Website: <https://www.vowchat.ai>

Contact: support@vowchat.ai

1. Introduction

VowChat Solutions Inc. (“VowChat”, “we”, “our”, or “us”) respects your privacy. This Privacy Policy explains how we collect, use, store, and protect information through VowChat.ai and related services.

2. Information We Collect

- a. Account Data: Name, email, organization, billing details.
- b. Usage Data: IP address, device type, browser, access time, and navigation patterns.
- c. Conversation Data: Chat logs, voice recordings, and messages exchanged between your customers and AI/chat agents.
- d. Cookies and Analytics: Through Google Analytics and Firebase, we use cookies to analyze performance and enhance user experience.

3. How We Use Your Data

We use data to deliver, operate, and maintain our services, improve AI performance, communicate updates, ensure platform security, and comply with legal obligations.

4. Legal Basis for Processing (GDPR)

We process data under Consent, Contractual necessity, and Legitimate interests.

5. Data Retention

We retain data only as long as necessary. Users can request deletion via support@vowchat.ai.

6. Data Sharing and Third Parties

We share data only with: OpenAI, Firebase, and Google Analytics.

7. Your Rights

You may access, correct, delete, withdraw consent, or request data portability via support@vowchat.ai.

8. Security

We use encryption and restricted access to protect data.

9. International Data Transfers

Data may be processed outside your country in compliance with protection laws.

10. Policy Updates

We may update this Policy and will notify users of significant changes.

11. Contact Us

Email: support@vowchat.ai

VowChat Solutions Inc.