Privacy Policy

Last updated: 10/8/2026

1. Scope

This Privacy Policy describes how ConvoPal AI LLC ("**ConvoPal**," "we," "us") handles personal information collected (a) through convopalai.com, our website chat assistant, our forms and calculators, and our demonstration phone line (the "**Site Services**"), and (b) when we provide our AI receptionist service to business clients (the "**Service**"). It applies to visitors, prospective clients, clients, and the customers of our clients who call or text a phone line we manage.

2. Information we collect

From website visitors and prospects. When you fill out a contact form, use the chat assistant, book a demo, or email us, we collect what you provide: name, business name, email, phone number, and your message. When you use the ROI calculator, the numbers you enter are used to show a result and are not stored unless you submit a form. When you call the demo line, the call is recorded and transcribed, and we collect your phone number and what you say. Our website host and analytics tools may automatically collect technical information such as IP address, browser type, device type, pages visited, and referring site.

From clients. When a business signs up, we collect the information needed to set up and bill the Service: business name, address, contact names, phone numbers, email addresses, tax identification number (required by telephone carriers to register text messaging), business hours, services, pricing rules, and payment information. Payment card and bank details are collected and stored by our payment processor (currently Stripe), not by ConvoPal.

From our clients' callers and customers. When someone calls or texts a phone line we manage for a client, the AI receptionist collects the information needed to help them and schedule service: name, phone number, service address, a description of the issue, and appointment details. Calls are recorded and transcribed; the AI announces this at the start of every call and identifies itself as an AI assistant. Before sending any text message, the AI asks for the caller's permission. Our first text to a customer includes instructions to opt out, and a customer can opt out at any time by replying STOP to any message.

3. How we use information

- To respond to inquiries, schedule demos, and communicate with prospects and clients.
- To set up, operate, support, and improve the Service — including reviewing call recordings and transcripts to check quality and troubleshoot the AI.
- To answer calls, book appointments, and send notifications and reminders on behalf of our clients.
- To bill for the Service and keep business records.
- To register our clients' phone numbers and messaging campaigns with telephone carriers, as the carriers require.
- To protect the security of our accounts and systems, and to comply with law.

We do not sell personal information, and we do not use the information collected on behalf of a client to market to that client's customers.

4. Who we share information with

Our clients. Information collected from a client's callers and customers belongs to that client, and we share it with the client (for example, a job-alert text with the caller's name, phone number, address, and issue).

Service providers. We use third-party platforms to deliver the Service and run our business, including HighLevel (the software platform the AI receptionist, calendars, and messaging run on, and the telephone carriers it uses), Google (calendar connections and business email), Stripe (payments), QuickBooks (accounting), our website host, and email and scheduling tools. These providers process information under their own terms and security practices to perform services for us.

Legal and safety. We may disclose information when required by law, legal process, or to protect the rights, safety, or property of ConvoPal, our clients, or others.

Business transfers. If ConvoPal is involved in a merger, acquisition, or sale of assets, information may be transferred as part of that transaction, subject to this Policy.

5. Cookies and similar technologies

Our website and the tools embedded in it may use cookies and similar technologies to make the Site work, remember preferences, and measure how the Site is used. You can control cookies through your browser settings; disabling them may affect some features. Our Site does not currently respond to "Do Not Track" browser signals because there is no common standard for how to interpret them.

6. How long we keep information

We keep prospect and client business information for as long as we have a business relationship and as needed afterward for records, billing, and legal obligations. Information collected for a client through the Service is kept in our platform accounts while the client's service is active. Within thirty (30) days after a client's service ends, we delete the client's account on our platform and the information in it, except data the client has asked us to export and records we must keep by law or for billing. Our third-party platform providers may keep copies in their own backups under their own retention policies, which we do not control.

7. Security

We protect access to information under our control with strong, unique passwords and multi-factor authentication on our platform accounts, and we do not share those credentials. For information stored on third-party platforms, we rely on those providers' security measures. No method of transmission or storage is completely secure, and we cannot guarantee absolute security.

8. Your choices and rights

Marketing emails. You can unsubscribe from marketing emails using the link in the email or by contacting us.

Text messages. Reply STOP to any text message from a line we manage to stop receiving texts from that line.

Access, correction, and deletion. You may ask us what personal information we hold about you, ask us to correct it, or ask us to delete it, by emailing abigail@convopalai.com. If the information was collected on behalf of one of our clients (for example, you called a business whose phone we answer), we will coordinate with that client, who controls that information, and assist in responding. We will verify your identity before acting on a request and respond within the time required by applicable law.

California residents. The California Consumer Privacy Act gives California residents rights regarding personal information held by businesses that meet certain thresholds. ConvoPal is currently below those thresholds, but we honor the requests described above as a matter of policy. We do not sell or share personal information for cross-context behavioral advertising, and we do not discriminate against anyone for exercising privacy rights.

9. Children

The Site Services and the Service are intended for businesses and adults. We do not knowingly collect personal information from children under 13. If you believe a child has provided us information, contact us and we will delete it.

10. Changes to this Policy

We may update this Policy from time to time. The "Last updated" date shows the current version. Material changes will be posted on the Site.

11. Contact

Privacy questions or requests: abigail@convopalai.com. Mail: ConvoPal AI LLC, 455 Market St, Ste 1940, #617602, San Francisco, CA 94105.