

Convo Privacy Policy

Last updated and effective date: 20 August 2025

BY ACCESSING OR USING CONVO'S SERVICE, YOU AGREE TO ABIDE BY THESE TERMS OF USE AND PRIVACY POLICY. PLEASE READ THEM CAREFULLY.

Introduction

Convo ("we," "us," or "our") is committed to protecting your privacy and maintaining the confidentiality of your personal information. This Privacy Policy explains how we collect, use, process, and safeguard your information when you use our AI assistant.

BY USING CONVO, YOU CONSENT TO THE COLLECTION AND USE OF YOUR INFORMATION AS DESCRIBED IN THIS PRIVACY POLICY.

1. Information We Collect

Personal Information

When you create an account or use our service, we collect:

- **Account Information:** Name, email address, company information
- **Payment Information:** Billing details, credit card information (processed securely by third-party payment processors)
- **Communication Data:** Support requests, feedback, and correspondence with us

Conversation and Usage Data

To provide our coaching services, we collect and process:

- **Audio Data:** Speech content from conversations (converted to text and processed)
- **Screen Content:** Screenshots and screen text for contextual analysis
- **Conversation Transcripts:** Text versions of your conversations for analysis
- **AI Interactions:** Your responses to and use of AI suggestions
- **Performance Metrics:** Usage patterns, feature adoption, and success indicators

Technical Information

We automatically collect:

- **Device Information:** Operating system, hardware specifications, app version

- **Usage Analytics:** Feature usage, session duration, error logs
- **Network Information:** IP address, connection quality, latency metrics
- **Cookies and Identifiers:** Session tokens, preferences, and authentication data

Third-Party Integrations

If you connect Convo with other services:

- **CRM Data:** Contact information, opportunity details, activity history
- **Calendar Data:** Meeting schedules and participant information
- **Communication Platform Data:** Meeting metadata from Zoom, Teams, or other platforms

2. How We Use Your Information

Primary Service Delivery

- **Real-Time Suggestions:** Analyze conversations to provide immediate guidance
- **Performance Tracking:** Monitor improvement and identify coaching opportunities
- **Personalization:** Adapt AI suggestions to your style and preferences
- **Context Enhancement:** Use conversation history to provide relevant suggestions

AI Processing and Analysis

- **Speech Recognition:** Convert audio to text for analysis
- **Natural Language Processing:** Understand conversation context and sentiment
- **Pattern Recognition:** Identify successful conversation strategies
- **Predictive Analytics:** Anticipate likely objections and questions

Service Improvement

- **Product Development:** Enhance features based on usage patterns
- **Quality Assurance:** Monitor system performance and accuracy
- **Research and Development:** Develop AI methodologies
- **Security Monitoring:** Detect and prevent unauthorized access

Communication

- **Service Notifications:** Account updates, feature announcements, maintenance alerts
- **Educational Content:** Best practices, training materials, industry insights
- **Support Services:** Respond to questions and resolve technical issues

- **Legal Communications:** Policy updates, compliance notifications

3. Information Sharing and Disclosure

Third-Party Service Providers

We share data with trusted partners who help us deliver our service:

- **AI Processing:** OpenAI for conversation analysis and coaching generation
- **Cloud Infrastructure:** AWS/Azure for secure data storage and processing
- **Payment Processing:** Stripe for subscription and billing management
- **Analytics:** Usage analytics providers for service improvement
- **Support Services:** Customer service and technical support platforms

All third-party providers are contractually required to maintain data confidentiality and use information solely for our specified purposes.

Business Transfers

If Convo is involved in a merger, acquisition, or sale of assets, your information may be transferred as part of that transaction. We will provide notice and obtain consent where required.

Legal Requirements

We may disclose information when required by law or to:

- Comply with legal processes, regulations, or government requests
- Protect our rights, property, or safety, and that of our users
- Investigate potential violations of our Terms of Service
- Prevent fraud, security breaches, or technical issues

Aggregate and Anonymous Data

We may share aggregated, anonymized data for:

- Industry research and benchmarking
- Product development and improvement
- Marketing and business development purposes

We never sell your personal information to third parties for marketing purposes.

4. Data Retention and Storage

Retention Periods

- **Account Information:** Retained while your account is active and for 3 years after closure
- **Conversation Data:** Stored for up to 2 years or as specified in your subscription plan
- **Payment Information:** Retained for 7 years for tax and legal compliance
- **Technical Logs:** Maintained for up to 1 year for security and troubleshooting

Data Deletion

You may request deletion of your data at any time. However, we may retain:

- Information required for legal compliance
- Anonymized data used for research and development
- Data necessary to resolve disputes or enforce our Terms

Geographic Storage

Your data is primarily stored in secure data centers located in the USA. For users in specific jurisdictions, we may store data locally to comply with data residency requirements.

5. Your Privacy Rights

Access and Portability

- Request copies of your personal information
- Export your conversation data in standard formats
- Review how your information has been used

Correction and Updates

- Update your account information at any time
- Correct inaccurate personal data
- Modify your privacy preferences

Deletion and Restriction

- Request deletion of your account and associated data
- Limit processing of specific types of information
- Opt out of non-essential data collection

Objection and Withdrawal

- Object to specific uses of your information
- Withdraw consent for optional data processing
- Opt out of marketing communications

Rights for EU Residents (GDPR)

If you're in the European Union, you have additional rights under GDPR:

- Right to be forgotten
- Data portability
- Right to lodge complaints with supervisory authorities

Rights for California Residents (CCPA)

California residents have rights to:

- Know what personal information we collect and how it's used
- Request deletion of personal information
- Opt out of sale of personal information (we don't sell personal information)
- Non-discrimination for exercising privacy rights

6. Data Security and Protection

Security Measures

We implement comprehensive security practices:

- **Encryption:** All data is encrypted in transit and at rest
- **Access Controls:** Role-based access with multi-factor authentication
- **Network Security:** Firewalls, intrusion detection, and secure protocols
- **Regular Audits:** Security assessments and vulnerability testing
- **Employee Training:** Staff education on data protection and privacy

Incident Response

In the event of a security breach:

- We will investigate and contain the incident immediately
- Affected users will be notified as required by law
- We will cooperate with law enforcement and regulatory authorities
- Remediation measures will be implemented to prevent recurrence

Limitations

While we implement strong security measures, no system is completely secure. You share responsibility for protecting your account by:

- Using strong, unique passwords

- Keeping your device and software updated
- Not sharing account credentials
- Reporting suspicious activities

7. Cookies and Tracking Technologies

Types of Cookies We Use

- **Essential Cookies:** Required for basic service functionality
- **Analytics Cookies:** Help us understand how you use our service
- **Preference Cookies:** Remember your settings and customizations
- **Security Cookies:** Protect against unauthorized access

Third-Party Tracking

Our website and applications may include:

- Google Analytics for usage analysis
- Marketing pixels for conversion tracking
- Social media integration cookies

Cookie Management

You can control cookies through:

- Browser settings to block or delete cookies
- Opt-out tools provided by advertising networks
- In-app privacy settings for mobile applications

8. International Data Transfers

Cross-Border Processing

Convo operates globally and may transfer your information to countries with different privacy laws. We ensure adequate protection through:

- Standard Contractual Clauses approved by regulatory authorities
- Adequacy decisions recognizing appropriate privacy protections
- Binding Corporate Rules for internal data transfers

Specific Regional Considerations

- **EU-US Transfers:** Conducted under appropriate legal frameworks
- **Data Localization:** We comply with local data residency requirements where applicable
- **Cross-Border Restrictions:** We respect limitations on international data transfers

9. Children's Privacy

Convo is not intended for individuals under 18 years of age. We do not knowingly collect personal information from children. If we discover we have collected information from a child under 18:

- We will delete the information immediately
- We will terminate the associated account
- We will notify parents or guardians as required by law

10. Changes to This Privacy Policy

Notification of Changes

We may update this Privacy Policy periodically to reflect:

- Changes in our data practices
- New legal requirements
- Service enhancements and features
- User feedback and suggestions

How We Notify You

- Email notifications to registered users
- In-app announcements and notifications
- Website banners and notices
- Updated "Last Modified" date on this policy

Material Changes

For significant changes that affect your privacy rights:

- We will provide at least 30 days' advance notice
- We may require explicit consent for new data uses
- You will have the option to close your account if you disagree

11. Contact Information and Data Protection

Privacy Questions and Requests

For privacy-related questions, requests, or concerns:

- **Email:** ivan@itsconvo.com
- **Support Portal:** [COMING SOON]

Response Times

We aim to respond to privacy requests within:

- Simple inquiries: 5 business days
- Access requests: 30 days

- Complex investigations: 45 days (with notification of delay)

12. Regional Privacy Laws

European Union (GDPR)

We comply with GDPR requirements including:

- Lawful basis for processing personal data
- Data minimization and purpose limitation
- Privacy by design and default
- Breach notification requirements

California Consumer Privacy Act (CCPA)

We provide California residents with:

- Transparency about personal information collection
- Right to delete personal information
- Right to opt out of personal information sales
- Non-discrimination for exercising privacy rights

Other Jurisdictions

We monitor and comply with privacy laws in all regions where we operate, including updates to existing regulations and new privacy legislation.

SUMMARY: Convo collects and processes personal information and conversation data to provide our services. We protect your privacy through security measures, limit data sharing to essential service providers, and provide you with control over your information. Your data is processed lawfully and transparently, with your rights protected under applicable privacy laws.

For the most current version of our Privacy Policy, please visit our website. This policy is effective as of August 20th 2025 and replaces all previous versions.

By continuing to use Convo, you acknowledge that you have read and understood this Privacy Policy and consent to the collection, use, and processing of your information as described herein.