

# Privacy Policy

**Effective Date:** 1st Feb 2025

**Last Updated:** 25th Feb 2025

## 1. Introduction

Welcome to [thirdvoice.ai](https://thirdvoice.ai) ("Company," "we," "our," or "us"). Your privacy is important to us, and this Privacy Policy explains how we collect, use, and protect your information.

By using our services, you agree to the collection and use of information in accordance with this policy.

## 2. Information We Collect

We collect the following types of information:

### A. Personal Information

- Name
- Email Address
- Appointment Preferences

### B. Automatically Collected Data

- Usage Data (via Google Analytics)
- Voice Data (processed through VAPI and Twilio)

## 3. How We Use Your Information

We use the collected information to:

- Provide AI voice agents and data analytics services to dental clinics
- Improve and optimize our services
- Communicate with dental clinics and their patients regarding appointments
- Ensure compliance with security and legal obligations

## 4. Third-Party Services

We may share your data with the following third-party service providers:

- **Google Analytics** (usage tracking)
- **VAPI** (AI voice processing)
- **Kolla** (connecting with different **Practise Management Systems**)
- **Twilio** (communication services)

These third parties are bound by their own privacy policies.

## 5. Data Security

We implement industry-standard security measures to protect your data and are working toward **SOC 2 compliance**.

## 6. Data Retention

We retain user data only as long as necessary for providing our services and legal compliance.

## 7. Your Rights

Depending on your location, you may have rights under privacy laws such as:

- The right to access, modify, or delete your data
- The right to opt out of certain data collection

## 8. Contact Us

For any privacy concerns, contact us at: [support@thirdvoice.ai](mailto:support@thirdvoice.ai)