

SpiraLink Privacy Notice

Welcome! Your Privacy at SpiraLink

At SpiraLink, we respect the privacy and confidentiality of all visitors to our website and potential clients exploring our services. This Privacy Notice explains how we collect, use, and protect information gathered from interactions with our AI voice bot demonstrations and website visitors. By visiting our website or using our demo features, you agree to the terms outlined in this policy.

If you have any questions or require further information, feel free to contact us at info@spiralink.ai.

How We Think About Your Data

We are committed to ensuring that any data collected serves a clear purpose and supports our mission to deliver valuable, high-quality services. Here's what you need to know:

1. Data We Collect

a. Direct Interactions:

- When you inquire about our services or partnerships, we may collect personal information such as:
 - Name
 - Business contact details (email, phone)
 - Other relevant details to personalize our responses.

b. Voice Demo Interactions:

- If you test our AI voice bots, we may temporarily record your voice interactions to:
 - Analyze and refine bot performance.
 - Improve service accuracy and functionality in real-world scenarios.

c. Automated Data Collection:

- While browsing our site, we collect non-identifying information such as:
 - IP address
 - Browser type
 - Device type

- Pages visited and time spent.

2. Why We Collect This Data

The information collected helps us achieve the following objectives:

- **Tailored Communication:** To respond to your inquiries accurately and provide relevant information about our services.
- **Improvement of AI Models:** To refine our AI voice bots and enhance their accuracy and adaptability.
- **Website Optimization and Security:** To monitor site performance, detect unauthorized access, and ensure a smooth browsing experience.

3. How We Use and Protect Your Data

At SpiraLink, we take data protection seriously and employ industry-standard security measures.

a. Limited Access and Use:

- Only authorized personnel can access your data, and only for specific purposes, such as:
 - Responding to your inquiries.
 - Improving AI performance.
 - Maintaining website functionality.

b. Security Measures:

- We use robust security practices, including:
 - Encryption of sensitive data.
 - Access controls to restrict unauthorized access.
 - Regular audits and security reviews.

c. Data Retention Practices:

- We store your data only as long as necessary:
 - Voice recordings are deleted after analysis unless anonymized for research purposes.
 - Other personal data is retained to fulfill our communication and service commitments.

Legal Basis for Processing Your Data

We process personal data in compliance with applicable laws such as the **GDPR** (EU) and **CCPA** (California). Our legal bases include:

1. **Consent:** For optional features like cookies or voice bot demos.
2. **Legitimate Interests:** To improve our website and services.
3. **Contractual Necessity:** To fulfill your requests or inquiries.
4. **Legal Obligations:** To comply with regulatory requirements.

Sharing Information

SpiraLink does not sell or rent personal data. However, in specific circumstances, we may share your information:

a. Service Partners:

- We collaborate with trusted third-party providers for:
 - Data storage and hosting.
 - Analytics and performance monitoring.
 - Website maintenance.
- These partners adhere to strict confidentiality and security protocols.

b. Legal Compliance:

- If required by law, we may share your information with authorities after verifying the validity of such requests.

c. International Data Transfers:

- For users outside our primary operations area, your data may be transferred to countries with different privacy laws. We use safeguards like **Standard Contractual Clauses (SCCs)** to ensure your data is protected.

Your Choices and Rights

We respect your rights concerning your personal data and offer the following options:

1. Access and Correction:

- a. You can request access to the personal data we hold about you or ask for corrections if needed.

2. Deletion Requests:

- a. You can request deletion of your data once it is no longer needed, subject to legal and contractual obligations.

3. Data Portability:

- a. For certain data, you can request a copy in a commonly used digital format.

To exercise these rights, contact us at info@spiralink.ai. We will respond promptly to your requests in compliance with applicable laws.

Cookies and Online Tracking

Cookies are small files used to improve your experience on our site. We categorize cookies as follows:

1. **Essential Cookies:** Necessary for website functionality.
2. **Performance Cookies:** Provide analytics to enhance user experience.
3. **Preference Cookies:** Save user preferences for future visits.

You can manage your cookie preferences through browser settings. However, disabling certain cookies may affect site functionality.

For more details, refer to our [Cookies Policy](#).

Children's Privacy

Our services are not directed at children under the age of 16. We do not knowingly collect data from minors. If we become aware that data from a child has been collected without proper consent, it will be deleted promptly.

Policy Updates

As our services evolve, this Privacy Notice may be updated to reflect changes in practices or regulations. When significant updates occur, we will notify users via our website. Continued use of our site implies acceptance of the updated terms.

Get in Touch

For questions, concerns, or requests related to this Privacy Notice or your data rights, contact us at:

SpiraLink Support

Email: info@spiralink.ai