

## 1. Introduction

Syntheia Corp. (“Syntheia,” “we,” “our,” or “us”) provides an enterprise conversational AI platform known as AgentNLP™, which enables organizations to automate and manage communications across voice, SMS, email, and other digital channels.

This Privacy Policy explains:

- What information we collect
- How we use it
- How we share it
- How we protect it
- The rights available to individuals

This Policy applies to:

- Visitors to <https://www.syntheia.ai>
  - Customers using the AgentNLP platform
  - Individuals who interact with AI agents powered by AgentNLP
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## 2. Our Role

Syntheia acts in two capacities:

### 1. Website Operator (Controller)

For visitors to [syntheia.ai](https://www.syntheia.ai), we determine how and why personal information is processed.

### 2. Service Provider / Data Processor

For customers using AgentNLP, we process personal information strictly on behalf of our customers under a contractual agreement. In these cases, our customers are the data controllers.

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## 3. Information We Collect

### A. Website Information

When you visit [syntheia.ai](https://www.syntheia.ai), we may collect:

- Name
- Email address
- Company name

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- Phone number
- IP address
- Browser/device information
- Usage analytics

We collect this information when you:

- Submit a contact form
  - Request a demo
  - Subscribe to communications
  - Browse the website
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## **B. Customer Account Information**

For customers using AgentNLP:

- Business name
  - Account administrator information
  - Billing information
  - API credentials (encrypted)
  - Integration configuration data
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## **C. Communication Data (Customer-Controlled)**

AgentNLP enables customers to process communications including:

- Voice call recordings (if enabled by customer)
- Voice transcripts
- SMS and MMS messages
- Email content and metadata
- AI-generated responses
- Workflow metadata
- HubSpot and CRM integration data

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Syntheia does not determine the content of these communications. Customers control what data is collected and processed.

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#### **D. AI & Automation Data**

AgentNLP may process:

- Natural language inputs
- Transcripts
- Structured variables collected in workflows
- Metadata for routing and automation

This data is processed to:

- Generate responses
  - Execute workflow logic
  - Perform compliance checks
  - Generate analytics
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#### **E. Logging & Diagnostic Data**

We collect system logs to maintain reliability and security, including:

- Error logs
- Audit events
- API request metadata
- Usage metrics
- Billing events

Logs are structured and may contain limited personal data depending on system activity. Sensitive data is redacted where possible.

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#### **4. How We Use Information**

We use collected information to:

- Provide and operate the AgentNLP platform

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- Facilitate voice, SMS, and email communications
- Process billing and subscription management
- Maintain security and prevent fraud
- Comply with legal obligations
- Improve performance and reliability
- Provide customer support

We do not sell personal information.

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## 5. Communications Processing & Compliance

AgentNLP includes a Compliance Engine that supports:

- Opt-out management (e.g., STOP for SMS)
- Do Not Contact (DNC) lists
- Quiet hours enforcement
- Frequency controls
- Consent management (where configured by customer)

Customers are responsible for ensuring they have appropriate legal basis (e.g., consent) to contact individuals using the platform.

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## 6. Third-Party Service Providers

We use third-party infrastructure providers to deliver our services.

These providers process data only to deliver their respective services and are contractually obligated to maintain appropriate security safeguards.

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## 7. Data Retention

We retain personal information:

- As long as required to provide services
- As directed by our customers
- As required by applicable law

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- As necessary to enforce agreements and resolve disputes

Customers may configure retention policies for:

- Call recordings
  - Transcripts
  - Message history
  - Logs
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## 8. Data Security

We implement industry-standard security measures including:

- Encryption in transit (TLS)
- Encryption at rest (where supported)
- Role-based access controls
- Tenant data isolation
- Structured logging and monitoring
- API authentication and authorization
- Audit logging for administrative actions

Access to production systems is restricted to authorized personnel.

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## 9. Data Isolation & Multi-Tenant Security

AgentNLP is a multi-tenant system. We implement:

- Logical data isolation
- Tenant-based access controls
- Scoped authentication tokens
- Separate integration credentials per customer

Customers cannot access other customers' data.

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## 10. International Data Transfers

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If personal information is transferred outside your jurisdiction, we ensure appropriate safeguards are in place consistent with applicable data protection laws.

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## 11. Your Rights

Depending on your jurisdiction, you may have the right to:

- Access your personal information
- Request correction
- Request deletion
- Restrict processing
- Object to processing
- Data portability

If Syntheia is acting as a processor, please contact the organization that collected your data.

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## 12. Cookies & Tracking Technologies

Our website may use cookies and similar technologies to:

- Improve functionality
- Analyze usage
- Enhance user experience

You may control cookies via browser settings.

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## 13. Children's Privacy

Our services are not directed to children under 16. We do not knowingly collect personal information from children.

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## 14. Changes to This Policy

We may update this Privacy Policy periodically. We will update the "Last Updated" date and, where required, provide additional notice.

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## 15. Contact Us

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If you have questions regarding this Privacy Policy:

Syntheia Corp.

Email: [privacy@syntheia.ai](mailto:privacy@syntheia.ai)

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

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### **Optional Add-On Section (Recommended for Twilio/SendGrid Review)**

#### **16. Messaging & Email Compliance Statement**

Syntheia customers are responsible for:

- Obtaining required consent before sending marketing communications
- Honoring opt-out requests
- Complying with CAN-SPAM, CASL, TCPA, and other applicable regulations

The platform provides technical controls to support compliance but does not replace legal obligations.