



NetCarrier AI Privacy Addendum

This AI Privacy Addendum supplements NetCarrier's Privacy Policy (<https://netcarrier.com/privacy-policy/>) and applies specifically to customers and end-users of NetCarrier's AI Services, including ConnectSmart AI Voice Agents and ConnectFlow AI Workflows (collectively, "AI Services").

1. Information We Collect

- Call and Interaction Data: Audio recordings, transcriptions, prompts, and responses.
- Workflow and Integration Data: Information routed between applications (e.g., CRM, ERP, or HR systems) as directed by the customer.
- Technical Data: IP addresses, device identifiers, session metadata, and API logs.
- Account Data: Customer names, contact details, and billing information.

2. How We Use Information

We use information collected through our AI Services to:

- Deliver requested services and complete customer-defined actions (e.g., bookings, lead capture, data routing).
- Provide quality assurance, troubleshooting, and security monitoring.
- Comply with legal and regulatory requirements (such as 911/E911 obligations).
- We do not use customer data to train external AI foundation models.

3. Data Sharing

- We may share data with trusted service providers who process information on our behalf (e.g., cloud hosting, API integration partners).
- We do not sell customer or end-user data to advertisers or unrelated third parties.
- We may disclose information where required by law or to protect the rights, safety, and security of users.

4. Data Retention

- ConnectSmart AI Services: Call recordings, transcripts, and logs are retained for up to 90 days unless otherwise agreed in writing.
- ConnectFlow AI Services: Workflow logs are retained for up to 90 days unless otherwise agreed in writing.
- Customer may request deletion of AI data in accordance with their Agreement.

5. Security

NetCarrier applies commercially reasonable safeguards to protect AI data, including encryption in transit and at rest, access controls, and vendor due diligence. Customers are responsible for configuring third-party applications and integrations securely when using ConnectFlow.



6. Special Categories of Data

Our AI Services are not designed to process protected health information (PHI), payment card data, government identifiers, or other regulated sensitive data unless expressly authorized in writing through a Business Associate Agreement (BAA), Data Protection Addendum (DPA), or Statement of Work (SOW).

7. AI Transparency and User Choice

- **Outbound Calls:** AI voice agents identify themselves as virtual assistants and disclose the business on whose behalf they are calling.
- **Opt-Out:** For outbound calls, end-users may request transfer to a live representative at any time.
- **Customer Responsibility:** Customers are responsible for providing appropriate disclosures and obtaining consent when required by law (e.g., TCPA compliance).

8. Your Rights

Depending on your location, you may have rights to access, correct, delete, or restrict processing of your personal information. Please contact us at support@netcarrier.com for requests related to AI Services.

9. Updates

We may update this AI Privacy Addendum to reflect changes in technology, services, or legal requirements. Material updates will be posted on our website with a new effective date.