CLEVERHIVE TECHNOLOGIES

CleverHive AI – Privacy Policy

Version 1.0 · Effective 21 November 2026

DRAFT: this document has not yet been reviewed by a lawyer and must not be treated as final legal advice. Items in [square brackets] still have to be completed by CleverHive.

This Privacy Policy explains what personal data CleverHive Technologies ("CleverHive", "we", "us") collects when you use the CleverHive AI platform, why we use it, who we share it with, and what choices you have. It is written to follow the Digital Personal Data Protection Act 2023 ("DPDP Act") and the Information Technology Act 2000 and its rules.

1. Who is responsible

For the data of our customers and their team members (account, billing and usage data), CleverHive is the "data fiduciary" under the DPDP Act.

For the data of people who phone our customers' businesses (callers, leads and the people on call lists), our customer is the data fiduciary and CleverHive acts as its "data processor": we handle that data for the customer and only to provide the service.

2. What data we collect

- Account data: name, email address, phone number, business name and type, role, password (stored only as a one-way hash), language choice, and the time you accepted our Terms and Privacy Policy.
- Business data you add: prices, timings, answers to questions, team members, call lists and settings.
- Call data: the caller's phone number, the date, time and length of the call, the audio recording, the transcript, the language, a summary, a lead label and details the caller says (such as name, budget or booking time).
- Voice and speech data: caller speech sent for speech-to-text, and the AI's replies sent for text-to-speech, during the call.
- Payment data: the amount, date, reference and status of payments. Card, UPI and bank details are handled by Razorpay and are not stored by us.
- Technical data: IP address, browser type, sign-in times, security logs, and an activity log of who opened or changed what in a workspace.
- Messages you send us: for example, contact or demo requests and support messages.
- Data from connected services, if you connect them: leads from Facebook and Instagram Lead Ads and rows from Google Sheets.

3. Why we use your data

We use your data on the basis of your consent (for example, when you accept these documents) and for the other uses the DPDP Act allows, such as providing the service you asked for and meeting legal duties.

- To create your account, sign you in and keep it secure.
- To answer and make calls for you, and to record, transcribe, summarise and label them.
- To show you your calls, leads, reports and activity, and to let your team follow up.
- To bill you, take payments and meet tax and legal duties.

- To send service emails, such as the welcome email, password resets, low-credit and security messages.
- To check for abuse, prevent fraud, keep logs and fix problems.
- To improve and support the platform.

4. AI and third-party providers

To run the platform we send data to other companies that process it for us. At the time of writing they are:

- Telephony and number verification: Vobiz (carries the calls and does business verification).
- Speech and language AI: Sarvam AI (speech-to-text and text-to-speech) and Groq (language model that decides what the AI says, and that summarises calls).
- Database and storage: Supabase (stores account data, calls and recordings).
- Payments: Razorpay.
- Email delivery: our email service provider [name to be confirmed].
- Optional connections you switch on: Meta (Facebook and Instagram Lead Ads) and Google (Sheets).

These companies may process data outside India. We choose providers carefully and ask them to protect the data, but we cannot control their systems. This list may change; we will update this policy when it does.

5. Call recordings

Calls are recorded and transcribed so that the business can review them. Recordings are stored in a private storage area and are shown only to people in the business's workspace who are allowed to see them (the business can hide recordings from some team members).

The business is responsible for telling its callers that calls are recorded. The platform can play a short "this call is recorded" announcement when the business switches it on.

6. Who can see your data

- Your team members, according to the access you give them.
- CleverHive staff, only when needed for support, security or legal reasons. Staff access to the admin area is logged.
- The providers listed above, as needed to run the platform.
- Authorities, when the law requires us to share data.
- We do not sell personal data.

7. How long we keep data

- Account and business data: while your account is active.
- Call recordings, transcripts and leads: while your account is active, unless you delete them or your workspace [standard retention period to be confirmed].
- Payment and billing records: as long as tax and accounting law requires.
- Security and activity logs: [retention period to be confirmed].
- When you delete your workspace, we delete or anonymise its data, except records we must keep by law.

8. How we protect data

- Passwords are stored as one-way hashes and sign-in sessions expire.
- Connections to the platform use HTTPS when it is deployed with a secure address.
- Recordings are kept in private storage.

- Access is limited by role, and an activity log records who opened or changed what.
- No system is completely secure. If a personal data breach happens, we will act and give the notices the law requires.

9. Your rights

Under the DPDP Act you can:

- ask for a summary of the personal data we hold about you and how it is used;
- ask us to correct or complete it, or to delete it;
- withdraw your consent (this may stop parts of the service);
- make a complaint or ask for help with a grievance;
- nominate another person to use your rights if you die or cannot act.

To use a right, contact us using the details below. If you are a caller who spoke to one of our customers' AI employees, please contact that business first, because it decides how your call data is used; we will help the business to respond.

10. Children

The platform is for businesses and is not meant for people under 18. We do not knowingly collect a child's data for our own purposes.

11. Cookies

We use essential cookies to keep you signed in and to protect forms. We do not use advertising cookies. The website may remember choices such as your language in your browser.

12. Changes to this policy

We may update this policy. A new version will carry a new version number and date, and we will ask you to accept it again where the law or the change requires. Each acceptance records the version you accepted.

13. Contact and grievances

CleverHive Technologies, [registered office address].

Grievance Officer: [name and designation], email [grievance email address]. We will acknowledge a complaint and try to solve it within the time the law sets [response time to be confirmed].