



CallPilot Privacy Policy (GDPR)

1. Introduction

This Privacy Policy explains how CallPilot collects and processes personal data.

2. Data Collected

Information may include caller phone numbers, call recordings, transcripts, account details, and usage analytics.

3. Purpose of Processing

Data is processed to operate the AI receptionist service, deliver call summaries, generate reports, and improve the platform.

4. Legal Basis (GDPR)

Processing is based on legitimate interests in delivering the service and fulfilling contractual obligations.

5. Data Storage

Data is stored securely using modern cloud infrastructure with appropriate access controls.

6. Data Sharing

Data may be processed by trusted infrastructure providers strictly to deliver the service. We do not sell personal data.

7. Retention

Call data is retained only as long as necessary for operational, legal, or contractual reasons.

8. User Rights

Under GDPR individuals may request access, correction, or deletion of their personal data.

9. Contact

Privacy enquiries: support@callpilot.ai